


2019 ANNUAL REPORT

| Voices of Recovery



Community Alliance

Positive Action. Positive Outcomes.



*Recovery incorporates
both quality of life
and purpose in life.
It means believing in
oneself and having
others believe in you.*

Voices of Recovery

Dear Friends and Colleagues:

This past year, Community Alliance was privileged to serve over 3,000 men and women throughout the greater Omaha area and counties beyond. Some came to us after years of living in homelessness; others had just been diagnosed. Some had dropped out of school or the workplace; others wanted help hanging onto their jobs or educational goals even while battling their psychiatric symptoms. Many who crossed Community Alliance's threshold were looking for a way to stop a seemingly endless cycle of crisis and hospitalization. Still others were facing significant physical health issues along with their mental health challenges. All, without exception, were in search of recovery.

So what does recovery from mental illness really mean? When listening to the voices of those directly facing a major mental illness, one quickly comes to understand recovery is much more than an abatement of symptoms. Recovery incorporates both quality of life and purpose in life. It means believing in oneself and having others believe in you. It includes a sense of belonging and participation within one's community through family, work, recreation, worship and more. It means shedding the stigma of illness and being given the opportunity to pursue one's ambitions and goals.

Through this annual report, we invite you to hear these *Voices of Recovery* and see the breadth and scope of our work at Community Alliance. We also want to acknowledge and thank all who have and continue to support Community Alliance and the many individuals we serve each year. Your donations, volunteer hours, professional service, partnerships and advocacy are invaluable. Together, we can be proud of helping to strengthen the voices of recovery all around us and working to assure that these voices continue to be seen and heard throughout our community.



Carole J. Boye
Chief Executive Officer

I am a Voice of Recovery

Hello, my name is Kendra.

I was gonna be somebody.

I had so much potential. Growing up gifted meant I could do anything, be anyone—and we all knew that whatever it was, I'd be a good one.

I failed my first class at twelve, entered my first psychiatric hospital at twenty, and somewhere between dropping out of college and my fourth therapist, I became a “should have been”.

That was a few years ago. With the help of faith, family and the right treatment, things started looking up again, and I began to search for my renewed purpose. I learned about the peer support training offered at Community Alliance. I interviewed for the next class and was accepted. After graduation, I got certified as a peer support specialist and was hired by Community Alliance.

Today, the sting of those broken dreams disappear with every lunch I pack for my son. The lost potential—I find that while driving to work every morning. And those “could have been’s”? Well, today, they’re my “I am’s”.

I am a mother, a daughter, a friend, an employee, and, dare I say, a good one at that.

I live my life like you: trying to be the best somebody I can be to all the everybodys who love me. It just has a different name for us with mental illnesses—it's called recovery.

*“I am a mother,
a daughter,
a friend,
an employee.”*





Measures of Recovery

At Community Alliance, our job is to help each person define what recovery means for them as an individual. Then, we contribute what we know and the tools and experience gained to help each person achieve the goals and outcomes they desire. As importantly, our job is to listen, acknowledge and assist in building upon the unique strengths and resiliency of each individual served, helping them realize their unique potential and add their voice of recovery to the many others who are living and thriving within our communities.

Improvement in Mental Health

- 86% of persons served in 2019 achieved and maintained a level of recovery and community tenure that averted psychiatric hospitalization.
- 95% of survey respondents who received outpatient psychiatric and therapy services reported an improved ability to deal with daily problems.
- 98% of persons of persons served at the Safe Harbor crisis diversion program credited these peer services with preventing an emergency room visit or hospitalization.

Improvement in Physical Health

- Of those who utilize Community Alliance as their primary health provider and identified with hypertension and at higher risk for stroke, 79% were able to decrease their blood pressure to within normal ranges.
- 42% of individuals served by Community Alliance and screened as diabetic or pre-diabetic showed improvement in blood glucose, and 40% showed improvement in triglycerides.
- 42% of persons screened as obese and receiving primary care at Community Alliance were successful in decreasing their BMI.

I am a Voice of Recovery

Hello, my name is Damon.

I was in my 50s when I was told I had bipolar disorder. This was when I first understood that some of the difficulty I was having in life was due to a mental illness.

Starting in my 20s, I worked a variety of jobs, including being a pallet jack driver for over 10 years. It was at this job that I started having both physical and emotional problems—stress, anxiety and a seizure disorder that had just developed. Before long, my relationship with my girlfriend fell apart and I ended up with no job, no income and no supports.

I moved back and forth to Kansas, my home state. I was surrounded by people who were using drugs and alcohol, which made it hard for me to deal with my own substance use issues. Back in Omaha, I stayed at a shelter. This was a difficult time in my life. I needed both mental and physical health services but was turned down because I had no insurance or money. I was unsure who to turn to. But my life literally turned around when a chance walk down Leavenworth Street resulted in me entering the doors of Community Alliance.

I was welcomed and not turned down. Staff there continued to meet with me and together, we figured out what services would help me get my life back on track. I saw a doctor and therapist there and was admitted to the day rehabilitation program. I also worked with a peer support specialist. I began to attend classes that taught me how to manage my depression and anxiety and how to connect with others.

My life changed for the better since walking into Community Alliance that day last fall. I'm now sober and have the supports to remain that way. I've been able to get an apartment again. And I'm leading a weekly social support class to help others. I am good at doing this and take pride in a job well done. My story shows that once the right services, supports and medications are in place, recovery is possible regardless of how long it takes to get on the right path.

"My life changed for the better since walking into Community Alliance that day last fall."



Measures of Recovery (cont.)

Greater Economic and Community Stability

- 7 out of 10 persons without any source of income at time of admission were aided in obtaining financial resources through employment, federal and state assistance programs, or other means.
- 63% of all SSI/SSDI applications submitted using the best practice SOAR model were approved compared to a national approval rate of 28.5% for all adults applying for SSI or SSDI. These approvals provide a pathway to housing stability via income supports and to medical and mental health care via access to Medicaid.
- 75% of all contacts by the ACT team were made in the community rather than an office setting, contributing to a 98% community tenure rate (i.e. days outside a hospital setting) in 2019 among those served in ACT, a program intended for individuals with complex mental health needs and history of hospitalizations.
- 84% of persons served who obtained permanent supportive housing through Community Alliance's homeless services had not returned to homelessness after a year.
- 74% of persons served within Residential Rehabilitation services transitioned to more independent living at discharge.

Increases in Number and Diversity of Persons Served

- The number of persons served by Community Alliance this past year grew by 24% compared to number of persons served two years ago.
- 33% of all persons served during the year were of a racial or ethnic minority, as were 28% of Community Alliance staff, providing a culturally rich, diverse and welcoming environment in which respect and understanding is the norm and recovery can thrive.
- 51,884 supportive housing days were provided to a total of 362 people within Community Alliance apartments and residential facilities, representing a 7% increase over the prior year.
- Safe Harbor, providing peer-run crisis diversion services, also continued to grow as a community resource, serving 41% more guests on-site and responding to 13% more "warm line" calls compared to two years ago.

Satisfaction

- 9 out of 10 respondents reported that they felt emotionally safe in services.
- 92% of persons served within Day Rehabilitation, Residential Rehabilitation and Community Support services reported overall satisfaction with services.
- 90% of family members and other stakeholders familiar with Community Alliance's vocational services, WorkSource, found these services accessible and collaborative and indicated strong satisfaction overall.

I am a Voice of Recovery

Hello, my name is Steve.

I was married for 38 years before my wife passed away. My degree is in history from the University of Nebraska Omaha, and I've worked most of my life. I've also been involved in my community, volunteering as a Boy Scout Leader and at Rite of Passage, a program for at-risk and vulnerable youth.

I was teaching adult education classes at a community center when I began having symptoms that I didn't understand. But they were scary, and I knew I needed to seek out help. That's when someone told me about Community Alliance. It was here that I learned that all the stereotypes I and so many people have about mental illness simply aren't true.

Community Alliance helped me recognize the strengths and skills I already had and to use them to meet this new challenge. I learned new coping skills which were a key part of my recovery. Talking and staying connected with family and friends is also a major step for me.

I'm now expanding my circle of friends and finding new ways to be involved in the community. One of my great pleasures is helping others learn and develop as individuals by teaching adult education classes at Community Alliance. I like to have fun with the classes I teach, and it makes me feel good that I am helping others in their recovery.

To me, one of the most important lessons that we can all learn is that mental illness is a disease like any other health condition. It does not define who I or anyone else is or what we can contribute.

"Talking and staying connected with family and friends is also a major step for me."



Partners in Recovery

Educational Partners

Community Alliance works with literally dozens of local, regional and national entities to further strengthen the voices of recovery. As part of our active involvement in workforce development at all levels within the behavioral health field, we hosted 443 students and residents from 12 academic institutions across a wide range of study, including nursing, counseling, social work, peer support, public health, exercise science, medicine and psychiatric residency.

- Arizona State University
- Bellevue University
- Clarkson College
- Concordia University, Nebraska
- Creighton University
- Crown College, Minnesota
- Doane University
- Iowa Western Community College
- Nebraska Methodist College
- University of Nebraska Medical Center
- University of Nebraska, Omaha
- University of New England

Community Partners

In addition, we worked in collaboration with the following partners to extend our collective impact in helping individuals with mental illness to live, work and thrive with their community.

- American Foundation for Suicide Prevention, Nebraska Chapter
- Behavioral Health Education Center of Nebraska (BHECN)
- Center for Integrated Health Solutions
- CHI Health, First Episode Psychosis
- Creighton University Department of Psychiatry
- Community Alliance Consumer Council
- Greater Omaha Chamber of Commerce
- Heartland CIT Council
- Heartland Family Service, First Episode Psychosis
- Human Resource Association of the Midlands
- MAHA Music Festival
- Metro Area Continuum of Care for the Homeless (MACCH)
- Metro Area Suicide Prevention Coalition
- NAMI-Nebraska
- NAMI-Omaha
- National Council for Behavioral Health
- Nebraska Association of Behavioral Health Organizations
- Nebraska Health and Human Services, Divisions of Behavioral Health Services, Medicaid and Long-Term Care and Public Health
- Nonprofit Association of the Midlands
- OneWorld Community Health Centers
- Region 6 Behavioral Healthcare
- United Way of the Midlands
- Women's Center for Advancement

I am a Voice of Recovery

Hello, my name is Mayim.

I grew up in a home that was touched in every possible way by some form of trauma or mental illness. My grandmother on my maternal side was always crying. There were periods when she was catatonic. She did not want to live. My grandfather committed suicide. My father was bipolar. He was hospitalized when I was in my early 20s. It's very painful to grow up in predictable unpredictability. The entire family suffers. It affects everyone.

I experienced depression when I was a teenager. That is what it was, but we didn't call it that. We called it, "I hate the way I look," and "I don't want to go out." Sometimes I had dark, dark thoughts. I started having panic attacks. Back then though, there was a tremendous amount of stigma. I also collected things and had special numbers. It was the second psychiatrist I was introduced to that asked me about my special numbers and other manifestations of being on the OCD spectrum. But even then, I don't know that I knew. This was just who I was. It still is just who I am.

Being a celebrity does not make one immune to mental illness. It is an equal opportunity set of diseases and struggles. I wasn't born to walk a red carpet. That is not why God put me here. That's not what my purpose is. I get to find out what it is.

One of the great blessings of my life has been to be able to be a person in recovery. At the end of the day, what they write on your tombstone is not going to be how many followers you had on social media or how much money is in the bank. It's going to be what you did and who you touched.

That is why I choose to be a voice of recovery.

"One of the great blessings of my life has been to be able to be a person in recovery."



Each year, we come together as a community for *Breaking the Silence*, one of the largest and most influential mental illness awareness events in our region, to talk openly and to reduce the stigma around mental illness.

Actress and neuroscientist Mayim Bialik contributed her voice of recovery at the 2019 *Breaking the Silence* event held on August 27 in front of a record number of sponsors and attendees.

Best known for her award-winning role as Dr. Amy Farrah Fowler in *The Big Bang Theory*, Mayim's voice, combined with the voices of Steve, Damon, Kendra and the many others served by Community Alliance, are part of a nationwide chorus seeking to eliminate the stigma that still surrounds mental illnesses. Together we can replace this stigma with increased awareness, understanding, opportunity and access to care.

Profile of Persons Served

Total Persons Served:

3,146

Psychiatric and Counseling Services

Individualized diagnosis, counseling, therapy and medication support.

548

Psychiatric Care

137

Counseling

Primary Health Care

Physical health care integrated with mental health care, including acute, preventative, and chronic disease management, care coordination and wellness support.

465

Primary Health Care

Rehabilitation Services

Services to help restore strengths and skills for those living with serious mental illness.

119

Assertive Community Treatment

150

Residential Rehabilitation

584

Day Rehabilitation

Employment and Community Services

Individualized housing, job and community supports.

178

Employment Services

495

Community Support

415

Homeless Services

122

SOAR

Family and Peer Support

Practical, hands-on advice and understanding from others who have been there.

336

Peer Support

578

Peer Support in Shelters

277

Family Education and Support

340

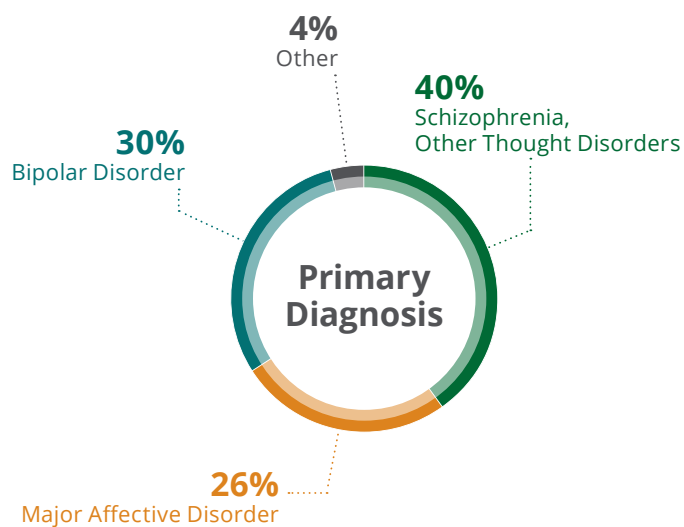
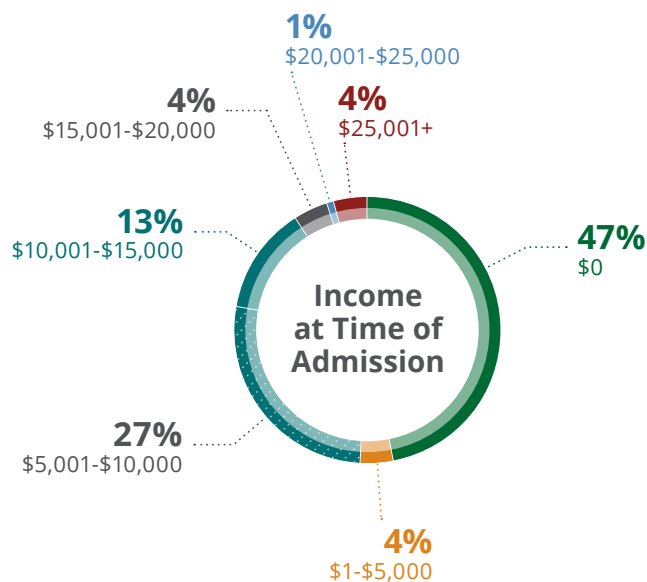
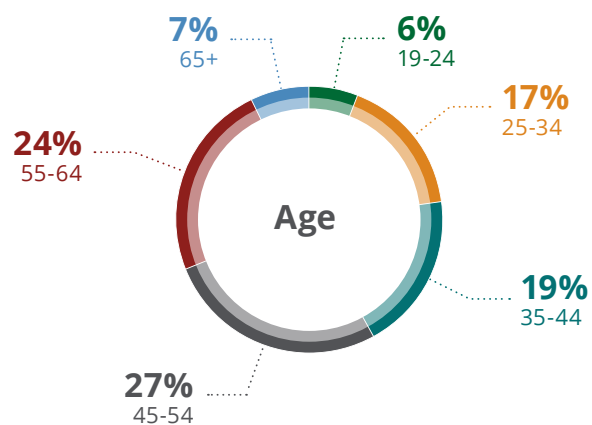
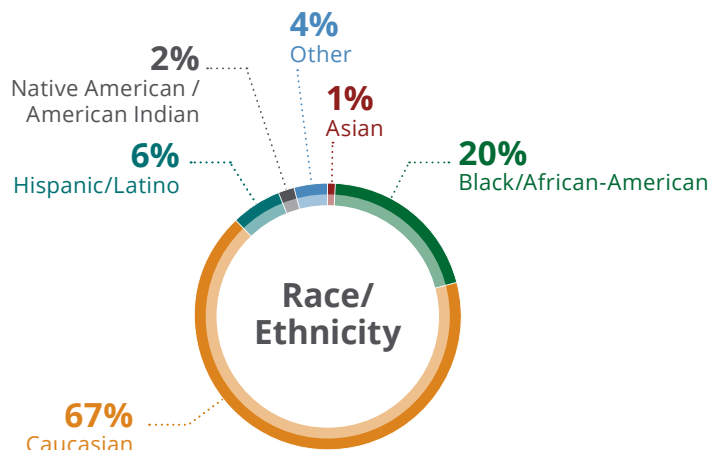
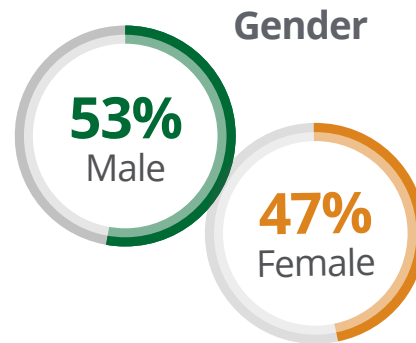
Safe Harbor Peer Crisis Services Guests

903

Safe Harbor Peer Crisis Services Callers



Data related to persons served exclude information, referral and other one-time assistance provided through various services and is for the program and fiscal year ending June 30, 2019.



Financial Summary

Revenue & Support

| | |
|------------------------------------|---------------------|
| Earned Contracts & Fee for Service | \$8,676,928 |
| Rent & Other Housing Related | 600,858 |
| Client Fees | 509,720 |
| Restricted Grants & Contributions | 812,072 |
| Fundraising & Other Donations | 970,248 |
| Interest & Other | 1,781,662 |
| Total Operating Revenue | \$13,351,488 |

Operating Expenses

| | |
|--|---------------------|
| Residential Rehabilitation Services | \$2,860,786 |
| Community Support Services | 1,365,096 |
| Day Rehabilitation Services | 1,433,052 |
| Family Education/Peer Support Services | 523,201 |
| Assertive Community Treatment | 1,499,263 |
| Homeless Services | 595,934 |
| Vocational Services | 488,596 |
| SOAR | 600,276 |
| Peer Crisis Diversion | 606,142 |
| Integrated Health/Outpatient Services | 957,927 |
| Housing Related Services | 1,104,543 |
| Other Services | 81,519 |
| Fundraising Expense | 104,184 |
| Depreciation Expense | 659,773 |
| Total Operating Expense | \$12,880,292 |

Net Operating Gain (Loss)

| | |
|----------------------------|-----------|
| Before Capital Investments | \$471,196 |
|----------------------------|-----------|

Capital Investments

| | |
|----------------------------------|------------------|
| Land/Buildings | \$348,773 |
| Capital Equipment, Vehicles | 469,699 |
| Total Capital Investments | \$818,472 |

Net Operating Gain (Loss)

| | |
|---------------------------|--------------|
| After Capital Investments | \$ (347,276) |
|---------------------------|--------------|

The services of Community Alliance are funded, in part, by the Nebraska Department of Education, Division of Vocational Rehabilitation; Nebraska Department of Health and Human Services; Region 6 Behavioral Healthcare; United Way of the Midlands, U.S. Department of Housing and Urban Development; and U.S. Department of Health and Human Services. Summary financial information provided is for the audited fiscal year ending June 30, 2019. Of total program costs incurred by Community Alliance, \$3,755,818 or 28% was funded by the Nebraska Division of Behavioral Health, Region 6 Behavioral Healthcare or federal dollars passed through these entities during the period referenced.

Donations 2019

Thank you to all who have helped to strengthen the voices of recovery all around us through their contributions of time, money, talent and in-kind gifts.

Stephen & Gay Abraham

Mary Ahern

Chris Allen

Jane Alseth

James & Jean Ambrose

American National Bank

Christine Anderson

Anonymous (16)

Shonda Antoine

Cathy Armstrong

David Arp

Baird Holm LLP

Darrica Baird

Jack & Judy Baker

Susan Balvanz

Kayla Banwarth

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John & Lori Bartle

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Peg Baxter

Mogens & Cindy Bay

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Behavioral Health Support Foundation

Norann Behnken

Dick & Pat Bell

Diane Bender

Billings Photography

Brent Bloom

The Bookworm

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Carole Boye

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Genoa Healthcare

Bill & Kathy Gerber

James & Deanne Gerking

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 Donna Wilson & Denise Campbell
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 Marc & Tara Wisdom
 Loretta Wolf
 Rachel Yamamoto
 Arturo Yanez
 Kelli Young
 Patty Zieg & Tim Higgins



Memorials and Tributes

In Memory of Tacie Alberico

Jared Alberico

In Memory of Gloria Arp

Rebecca Cooke

In Memory of Phillip Arp

Allen & Mary Arp
Scott & Bobbette Behrens
Bridget Chatterson
Ronald & Deborah Cizek
Scott & Julie Cobb
John Faust
Nancy Fulton
William & Linda Gillespie
Jill Grasso
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Jolene Wohlers
Dennis & Cynthia Wolf
Michael & Sandy Zabawa
Wesley & Patricia Zaugg

In Memory of John Baer

The Baer Foundation

In Honor of Michael Bassett

Billy & Brenda Bassett

In Memory of Glen Davidson

Rebecca Cooke

In Memory of Kyle Duckert

Mary Ann Duckert

In Memory of Charles Ellick

Layne & Pamela Yahnke

In Memory of Walter Fisher

Frank & Vicki Logan

In Memory of Domenick Fucinaro

Christine Fucinaro

In Honor of Winnie Grebe

Joel & Sharon Larmore

In Honor of Dana Grisham

Thomas & Carol Haste

In Memory of Paul Hammerly

Byron & Sharon Smith

In Honor of Rhonda Hawks

Jolene Wohlers

In Honor of Cheryl Kessell

Karen Clay

In Memory of Byron Mallory

Robert & Joan Miller

In Memory of Stephen Maser

Joe & Patti Samson

In Memory of Frank Matthews

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Laura Schnackel
Michael & Patricia Sherman
Jerry & Judy Simons
Paul & Annette Smith
James & Nancy Thompson

In Honor of the Mazurak Brothers and their families

Barbara Mazurak

In Memory of Aaron Mitchell

Kim Huelskamp

In Memory of Karen Nelson Lienemann

W.C. & Shirley Nelson

In Honor of Michael A. O'Meara

Francis & Marjorie O'Meara

In Memory of Gary Phillips, Jr.

Gary & Maralyn Phillips

In Honor of Theodore Soloman

Byron Jones

In Memory of Kevin Stewart

Debra Stewart

We regret any errors or omissions in acknowledging friends, supporters and those who paid tribute to others through their donations in 2019.

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Special Tribute

Dr. Nathan Bruce (1982-2020)

committed his life's work to be a Voice of Recovery for those with serious mental illness. His passion for our clients was steadfast and true. Those of us who were touched and impacted by his dedication will carry on his work to support the recovery of each individual we serve.

Our Mission

Helping people with mental illness achieve their unique potential and to live, work, learn and contribute in a community of mutual support.

This annual report is a publication of Community Alliance. The Board of Directors and all employees are committed to carrying out their responsibilities in a professional and ethical manner reflecting Community Alliance's mission, values and purpose. Community Alliance operates within a multi-corporate structure designed to enhance the effectiveness and efficiency of its many operations and to meet various statutory and regulatory requirements. Our service area includes the greater Omaha area and the five Nebraska counties in the Region 6 behavioral health area. All corporations comprising the Community Alliance system are recognized as nonprofit, charitable corporations under Section 501(c)(3) of the Internal Revenue Code. Contributions are tax deductible as permitted by law.



Community Alliance

Positive Action. Positive Outcomes.

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