



Resilience in Action



Community Alliance

Positive Action. Positive Outcomes.

2020 ANNUAL REPORT



“Like tiny seeds with potent power to push through tough ground and become mighty trees, we hold innate reserves of unimaginable strength. We are resilient.”

— Catherine DeVrye —



Resilience

(n.) The ability to become strong, healthy or successful again after something bad happens.



Growing Stronger

Dear Friends and Colleagues,

The road we have walked together in 2020 has been difficult. The impact of a global pandemic has challenged practically all aspects of our lives. Work, school and home routines were disrupted. Unemployment and the threat of eviction and food insecurity destabilized many. All have felt the emotional sacrifice that social and physical distancing required in order to safeguard our own health and that of those we care about. And too many of us, especially those already vulnerable and marginalized, have had to deal with a year filled with personal trauma, loss and grief.

As we reflect on the challenges of 2020, it would be so easy to dwell on how often we've been knocked down this past year – individually, organizationally, and as a community.

**“Do not judge me by my success, judge me by how many times
I fell down and got back up again.”**

— Nelson Mandela —

Getting back up: that is called resilience. Resilience is what gives people the strength to cope with trauma, adversity and hardship. Resilience is about developing and utilizing the resources and skills needed to overcome challenges and work through setbacks. Resilience is what inspires us to keep trying each and every day throughout a pandemic and well beyond.

As we close out a most challenging year, we celebrate the strength and resilience of so many – the individuals and families we served, our staff and other behavioral and physical healthcare colleagues who adapted and stayed focused on mission and service to those most vulnerable, and the businesses, philanthropists, advocates, government officials, and others who provided leadership and support within our communities and across the state. This includes celebrating you. We at Community Alliance are tremendously grateful for your continuing endurance and caring, and for bringing your resiliency forward during this time. We are all safer and stronger for it.

Carole J. Boye

CHIEF EXECUTIVE OFFICER



"On the other side of a storm is
the strength that comes from
having navigated through it.
Raise your sail and begin."

— Gregory S. Williams —

Resilience in Action

WE SUPPORT RESILIENT LIVES.

3,222 men and women participated in Community Alliance services this past year, overcoming the challenge of their illness and other physical, mental and social barriers to chart their own unique course toward recovery. The personal strength and resiliency brought forward each and every day is demonstrated by the positive outcomes achieved.

WE SUPPORT POSITIVE MENTAL HEALTH OUTCOMES.

91%

91% of participants in outpatient psychiatric treatment and counseling services reported experiencing reduced psychological stress.

89%

89% of respondents participating in the agency's Day Rehabilitation, ACT, and Community Support services cited increased ability to deal with daily problems.

97%

97% of individuals served in peer support reported that the tools and support gained through program participation helped them achieve personal goals.

87%

87% of persons served by the agency averted the need for hospitalization throughout the year.

WE SUPPORT POSITIVE PHYSICAL HEALTH OUTCOMES.

95%

95% of persons seen within Community Alliance's primary care clinic were screened for high blood pressure; of those identified with hypertension and at higher risk for stroke, 65% showed improvement in diastolic and 55% in systolic blood pressure.

83%

83% of clinic participants diagnosed with high cholesterol showed improvement in HDL, LDL or triglyceride levels.

57%

57% of individuals served who were found to be diabetic or pre-diabetic showed improvement in blood glucose levels.



Resilience in Action

WE SUPPORT POSITIVE SOCIAL WELLBEING AND MEANINGFUL CONNECTEDNESS.

8/10

8 out of 10 individuals without any source of income were successful in obtaining financial resources through employment, federal and state assistance programs or other resources.

74%

74% of persons participating in Residential Rehabilitation services successfully transitioned to more independent living at program discharge.

1/2

Nearly 1 of every 2 people who enrolled in the agency's vocational program in 2020 were engaged in employment during the year.

7/10

7 out of 10 persons obtaining permanent supportive housing with the help of Community Alliance's homeless services had not returned to homelessness after two years.

197

197 friends and family members participated in both virtual and in-person family support sessions, honing their own skills and resiliency to better connect with and help their loved one.

45

45 persons with lived experience successfully completed a State approved course curriculum offered by Community Alliance and are pursuing state certification as peer support specialists.

“Great things are done by a series
of small things brought together.”

— Vincent van Gogh —

Resilience in Action

THIS IS WHO WE SERVE:

People living with a major mental illness faced increased challenges throughout the year because of the pandemic, making the hard work of recovery even harder. Already struggling with one chronic illness, those served by Community Alliance had to overcome numerous other risk factors – physical, mental, and social – in their continued pursuit of recovery.

- **Poverty.**
94% of persons served by Community Alliance in 2020 had income levels below the federal poverty level at time of admission.
- **Racial and ethnic disparities.**
People of color, who comprise 1 of 3 persons served by Community Alliance during the past year, have been among the most vulnerable and hardest hit by the pandemic.
- **Chronic health conditions and early mortality.**
People with multiple chronic conditions are also more susceptible to experiencing severe symptoms from the coronavirus, resulting in hospitalization and even death. Those living with serious mental illness and served by Community Alliance experience up to 3 times as many chronic physical conditions as the general population.
- **Food insecurity.**
96% of persons receiving meals through Community Alliance's day rehabilitation program this past year qualified for free or reduced meals under the federal Child and Adult Care Food Program.
- **Housing instability.**
At least 1 in 5 of persons served by Community Alliance have experienced homelessness; 4 of 5 qualify for rental subsidies.



Resilience in Action



**EVEN IN THE MOST IMPOSSIBLE TIMES,
WE MAKE RECOVERY POSSIBLE.**

More than 250 Community Alliance staff and volunteers worked tirelessly throughout the year to identify, adapt, and respond to the needs of those we serve and the broader community – prioritizing basic needs, maintaining health and safety, and supporting continued recovery.

Beyond that, we addressed the growing number of people experiencing anxiety and trauma brought on by the pandemic and social disruption surrounding us. Community Alliance sought to meet the urgent and complex issues presented with a renewed determination to assure access for those historically served by Community Alliance, as well as individuals facing mental health challenges for the first time. At year end, we can point to the resiliency of a workforce and an organization that has navigated through the storm, and is looking to build upon the lessons learned and progress attained to continue its positive impact.

WE IMPLEMENTED VITAL SAFETY MEASURES.

- Distributed PPE and provided over 5,000 hours of education and training related to health and safety to consumers, staff and others.
- Adapted physical environments and program size to adhere to social distancing and other guidelines.
- Modified provision of residential rehabilitation services consistent with evolving CDC guidelines, adapting in-home services and visits by family members and others as needed.



Resilience in Action



WE SUPPORTED IMPORTANT EDUCATION AND OUTREACH.

- Even without a live event, Breaking the Silence continued to provide a forum for education and outreach this year, utilizing print and social media to focus on changing the way we view mental illness, combating the stigma, and making mental health a priority in our everyday lives. This was especially important with so many experiencing mental health challenges for the first time. The community response, both swift and generous, served to underscore that no one needs to struggle in silence, and that help and understanding is available.
- Building on Breaking the Silence, Community Alliance developed and implemented an expanded communications plan – incorporating social media, a new blog, and a revitalized e-newsletter, adding to our ongoing outreach, education, and engagement efforts.

WE ADAPTED AND EXPANDED OUR SERVICES TO SUPPORT A POPULATION IN CRISIS.

- Implemented online telehealth service capability in all program areas.
- Adapted counseling rooms and exam rooms within our integrated care clinic.
- Purchased and deployed over 100 laptops to enhance mobile service delivery by staff.
- Kept all office and residential facilities open with access to on-site staff throughout the year. Telephone and virtual support remained available. Day rehabilitation and on-site Safe Harbor crisis diversion services reopened after brief suspension of services.
- Accessed federal FCC grant, purchasing and continuing to distribute over 1,000 electronic tablets to individual clients, enabling them to access online services and supports while maintaining personal health and safety.
- Provided 62,415 days of community housing within the agency's residential and apartment facilities, and 35,684 meals across all programs.
- Distributed resources to assist with social isolation including development and provision of peer-run support groups and delivering more than 100 self-care and activity kits.



Resilience in Action

WE BUILT POSITIVE, WORKING PARTNERSHIPS.

At Community Alliance, we've partnered with colleagues and organizations whenever and wherever possible to extend our reach and impact. And we benefited from the continued strength, generosity and resiliency of a community that cares for one another.

- Distributed more than \$153,000 in housing assistance in collaboration with the Metro Area Continuum of Care for the Homeless (MACCH), preventing evictions and homelessness and avoiding increased need for emergency shelter.
- Expanded street and shelter outreach efforts including frequenting homeless camps to provide access to mobile hand-washing stations, showers, and transport to testing, and offering assistance to address mental health needs.
- Offered vocational and mental health assistance to those who lost their job or faced other job insecurity due to the pandemic.
- Combining agency, government and private sector resources, provided additional emergency assistance to individuals affected by the pandemic including hats, coats and gloves, blankets, tents, sleeping bags, and gift cards for food and essential needs.
- Collaborated with 13 schools and institutions of higher education to sustain educational experiences for 241 students, interns and residents in 11 areas of study.
- In partnership with Nebraska Health and Human Services and the Division of Public Health, inaugurated a five-year federal SAMHSA grant to expand services and develop a replicable model of integrated health service delivery for adults with serious mental illness.
- Worked In collaboration with Region 6 Behavioral Healthcare and Nebraska Division of Behavioral Health Services to pilot a revitalized First Episode Psychosis program, utilizing this best practice model to provide psychiatric, counseling, and supported education and employment services to adolescents and young adults age 14 to 35.



“There is no power for change greater than a community discovering what it cares about.”

— Margaret J. Wheatley —

Community Alliance Partners in 2020

American Foundation for Suicide Prevention, Nebraska Chapter
Behavioral Health Education Center of Nebraska (BHECN)
Community Alliance Consumer Council
Coordinated Reentry Coalition
Creighton University, Department of Psychiatry
Douglas County Health Department
Genoa Healthcare
Greater Omaha Chamber of Commerce
Heartland CIT Council
Heartland Family Service, First Episode Psychosis Program
Heartland Workforce Solutions
Human Resource Association of the Midlands
The Kim Foundation
Metro Area Continuum of Care for the Homeless (MACCH)
Metro Area Suicide Prevention Coalition
Micah House
NAMI-Nebraska and NAMI-Omaha
National Council for Behavioral Health
Nebraska Association of Behavioral Health Organizations
Nebraska Health and Human Services
New Visions Homeless Services
Nonprofit Association of the Midlands
OneWorld Community Health Centers
Open Door Mission
Region 6 Behavioral Healthcare
Siena Francis House
Stephen Center
Together, Inc.
United Way of the Midlands
University of Nebraska, Department of Psychiatry
Women's Center for Advancement



Persons Served

TOTAL PERSONS SERVED

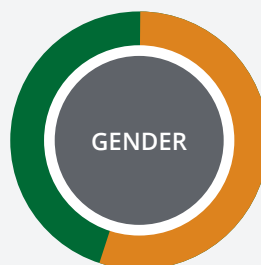
3,222

BY SERVICE AREA

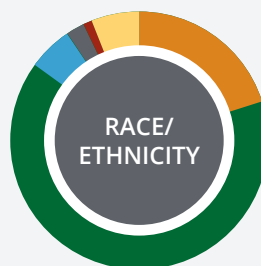
Psychiatric Services	418
Counseling	145
Primary Health Care	444
Assertive Community Treatment	97
Residential Rehabilitation	164
Day Rehabilitation	436
Employment Services	166
Community Support	533
Homeless Services	378
SOAR	205
Peer Support	366
Family Education & Support	197
Peer Crisis Diversion	
Callers	808
Guests	253

Data related to persons served exclude information, referral and other one-time assistance provided through various services.

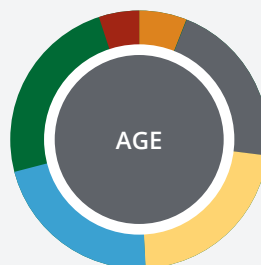
BY DEMOGRAPHICS



Male	55%
Female	45%



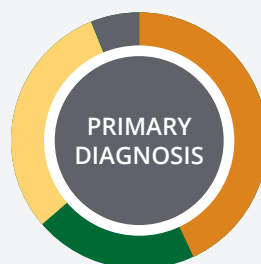
Black/African-American	20%
Caucasian	65%
Hispanic / Latino	6%
Native American / American Indian	2%
Asian	1%
Other	6%



19-24	6%
25-34	21%
35-44	22%
45-54	22%
55-64	24%
65+	5%



\$0	49%
\$1-\$5,000	5%
\$5,001-\$10,000	24%
\$10,001-\$15,000	15%
\$15,001-\$20,000	4%
\$20,001 +	3%



Schizophrenia, Other Thought Disorders	43%
Major Affective Disorders	21%
Bipolar Disorder	30%
Other	6%

Financial Summary

REVENUE & SUPPORT

Earned Contracts & Fee for Service	\$8,129,337
Rent & Other Housing Related	612,910
Client Fees	398,349
Restricted Grants & Contributions	575,098
Fundraising & Other Donations	1,280,652
Interest & Other Income	824,336
Total Operating Revenue	\$11,820,682

OPERATING EXPENSES

Residential Rehabilitation Services	\$2,717,155
Assertive Community Treatment	1,190,086
Day Rehabilitation Services	1,163,563
Community Support Services	1,248,871
Outpatient/Integrated Care Services	856,624
Homeless Services	1,161,572
Employment Services	378,032
Family & Peer Support Services	957,749
Housing Services	940,069
Other	128,848
Management & Fundraising	1,808,564
Total Operating Expense	\$12,551,133

NET OPERATING GAIN (LOSS)

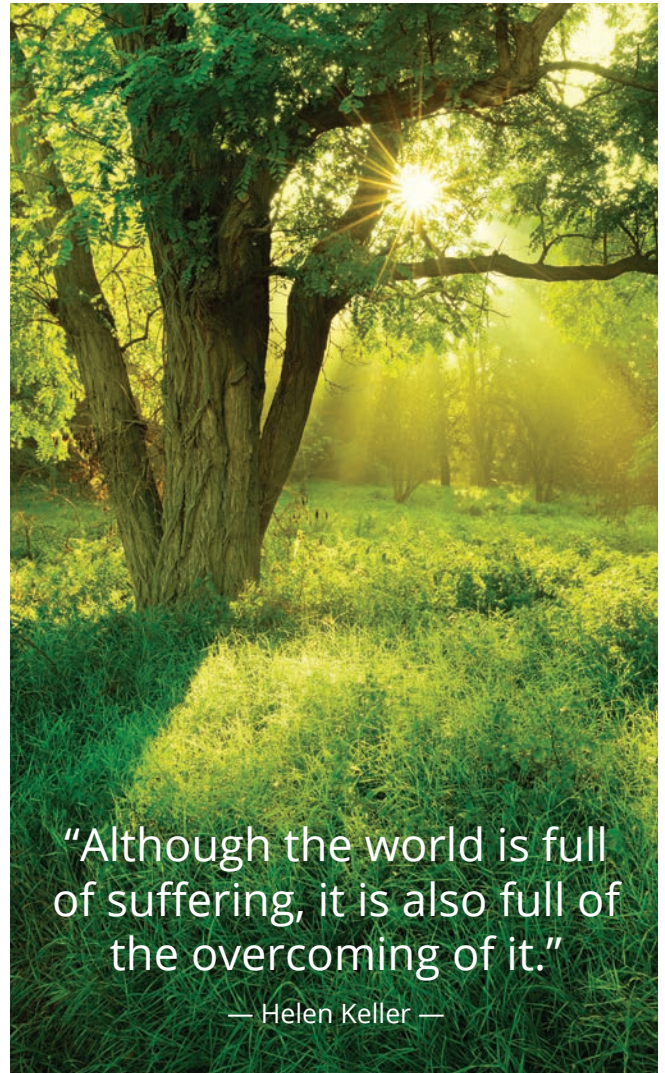
Before Capital Investments	\$ (730,451)
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CAPITAL INVESTMENTS

Building Improvements	\$ 441,494
Capital Equipment, Vehicle Purchases	322,724
Other	1,089,510
Total Capital Investments	\$1,853,728

NET OPERATING GAIN (LOSS)

After Capital Investments	\$ (2,584,179)
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“Although the world is full of suffering, it is also full of the overcoming of it.”

— Helen Keller —

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; U.S. Department of Health and Human Services; and Substance Abuse and Mental Health Services Administration.

Community Alliance was the recipient of various funds related to COVID relief distributed by federal, state, and local entities. This summary financial data reflects such funds received through June 30, 2020. It does not reflect any portion of the PPP small business loan received by Community Alliance in 2020, all or a portion of which may qualify for loan forgiveness in FY2021. Of total program costs incurred by Community Alliance, \$3,896,290 or 31% represents federal funding received directly or passed through by the Nebraska Division of Behavioral Health, Region 6 Behavioral Healthcare, Douglas County, the City of Omaha, or other government entities during the period referenced.



We are grateful beyond measure to:

Those we serve and their families
Our local and state public health departments
Colleagues and all in the nonprofit community
Those who support us with their donations
Our staff and Board of Directors
Scientists and researchers
Health care workers and
first responders everywhere

2020 Donations

A-1 Appliance
Access Bank
Aerial Bombshell
Mary Ahern
Christine Allen
Jane Alseth
American National Bank
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Luke Armstrong
David Arp
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Penny Hilzer
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Lara Huskey
Thomas Hyde
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Matt Jetter
Andy Johnson and Kathy Gerking
Nancy Jordan
Kathleen Jurgens and Rodger
Gerberding
Karma Yoga Omaha
Evelyn Katz
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Kiewit Corporation
Pamela Kirkpatrick
Rita Kitchens-Bohaboj
Anita Klanderud

2020 Donations

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Pacific Life Foundation
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The Sherwood Foundation
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Dawn Slominski
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Jai and Karen Sookram

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Ken and Ann Stinson
Streck, Inc.
Susan and Mary Stroesser
Damon and Sheritta Strong, MD
JoAnn Strong
Denise Stuart
Randall Sullivan, MD
David Sund
Mary Sund
Melissa Taylor
James Thele
Thompson Roofing
Kathryn Traudt
Deborah Trivitt
Tom and Anne Trouba
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Union Pacific
United Healthcare
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Cheryl Walker
Waller Family
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Monica Weidman
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Katrina Wells
Linda Wells
Philip and Sara Willson
Teresa Wilson
Marc and Tara Wisdom
Jolene Wohlers
Loretta Wolf
Shawn Woodman
Rachel Yamamoto
The Jim and Shirley Young
Family Foundation
Kelli Young
Patty Zieg and Tim Higgins

2020 Memorials and Tributes

In Memory of Rebecca Alake

Nema Philip

In Memory of Rebecca Anderson

Merikay Anderson

In Memory of Gloria Arp

Rebecca Cooke

In Memory of John Baer

The Baer Foundation

In Memory of Jacob Barnes

Ron and Teresa Semerena

In Honor of Justin Bartsch

Madeline Bartsch

In Memory of my brother Steve

Elizabeth Borgmann

In Memory of Dr. Nathan Bruce

Community Alliance Staff
Creighton University Psychiatry
Resident Class of 2021
Jerry and Candy Moraczewski
Teresa Zahren

In Memory of Lori Busacker

Pamela Anthony
Krista Conners
Mike and Shannon Denny
Leo A. Daly Co.
Dolores Owen
Don and Susan Partridge
Rebecca Sandiland
Tom and Carol Shough
Barbara Weis
Dennis and Jeanette Weis
Gary and Ginger Weis

In Honor of Steve Chasen

Nancy Wolf

In Memory of John Chesire

Lynne Chesire

In Honor of Community Alliance Staff

Cindy Hadsell
Jeanne Pfeifer

In Memory of Robin DeFoe

Hugh and Peggy Oelschlager

In Memory of Keith Edmonds

Bob and Kim Butler

In Memory of Charles Ellick

Betsy Kinnick

In Memory of Moises and Margaret Falcon

Manuel Falcon

In Honor of Mollie Foster PhD

Bellwether Wealth

In Memory of Friends lost to COVID

Del and Jeanie Ostergaard

In Memory of Susan Furay

Edward Furay

In Honor of Dana Grisham

Beth Haste

In Memory of Julie Hamilton

Jan Vanderloo

In Memory of Paul Hammerly

Byron and Sharon Smith

In Honor of Brian and Stephanie Harris

Kathy Sonderup

In Honor of Rhonda Hawks

Jane Alseth

In Memory of Jim Herbert

Sue Herbert

In Memory of Todd Huff

Carolyn Aust
Katherine Balwanz
Betty Edgerton
Marilyn Grasso
Joseph and Cheryl Hajduch
Diane Hill
Dale and Yvonne Huff
Jennifer Huff
Walter Huff
Gerald and Barbara Lauer
Joe and Kacey Lempka
Patrick and Nickie Lempka
Beauford Lobeda
James and Tracy Mathisen
Matthew and Julie Novak
Margaret Peterson
Stacy Ring
Michael and Nancy Schiro
Kim Siaperas and Jane Lempka

In Memory of Edward Jacobosky

Larry Goeser

In Honor of Carly Kenney

Kathleen McGahey

In Memory of Rod Krause

Kerry Krause

In Honor of Marzia LaFata

Tiziana Green

In Memory of Nolan "Roy" Long

Dana Grisham

2020 Memorials and Tributes

In Memory of Nathan Lynch-Kanne

Lauren Bates
Scott Berryman
William and Theresa Beutel
Deb Carlson
Jill Carson
Jeff and Nancy Christensen
Craig and Juli Coppersmith
Tamara DeLashmutt
Jamie Duckert
Pamela Finn
Adam and JeriLyn Frisbie family
Bennett and Julie Ginsberg
Melissa Hammer
Robin Hawkins
Brittany Janning
Nancy Johnson
Donna Kush
Lisa Lackovic
Bob and Karen Lepp
Monica Messer
Hope Mock
Nancy Ohlmann
Shawn Parmley
Sam and Karla Pirruccello
Patrick and Kathie Ramsey
Beth Staenberg
Jacque Tevis-Butler
Jeff and Julene Warren
Katrina Wells

In Memory of John Malmstadt

Michael and Susan Knier

In Honor of Marcotte Insurance Agency

Susan Greenfield

In Memory of Gary McClure

Don and Kelly Cain
Community Alliance Staff
John and Sharon McClure
Robert and Christine McCollough

In Memory of Robert Mueller

Randy and Darlene Mueller

In Memory of Don Neubauer

Tenaska

In Memory of Kathryn Neumann

Charles Neumann

In Memory of Dave and Ruth Nicklin

Patrick and Mary Sweaney

In Honor of Michael A. O'Meara

Francis and Marjorie O'Meara

In Memory of John Edward Passarelli

John and Joyce Passarelli

In Memory of Tim Pawloski

Michael and Susan Knier
Joe and Nancy Pawloski

In Memory of David Phillips

Hilke Brandon

In Memory of Gary Phillips, Jr.

Gary and Maralyn Phillips

In Memory of Edith Pouquette

Stephanie Bess

In Memory of David Reckinger

Ida-Marie Hebrank

In Honor of Samantha Richards

Kathryn Murphy

In Memory of Chong Saklar

Mike Saklar

In Memory of Frank and Matilda Siedlik

John and Sally Gass

In Memory of Vijay Sookram

Jai and Karen Sookram

In Memory of Ruth Stalp

Lorene Fiala

In Honor of Lucia Stavneak

Julie Stavneak

In Memory of Brian and Kevin Stewart

Debra Stewart

In Memory of Kevin Strong

JoAnn Strong

In Memory of Victor and Helen Vacek

Robert and Mary Vacek

In Honor of Veterans

Katharine Revollo

In Memory of Roger Williams

Community Alliance Staff
Hope Mock

We regret any errors or omissions in acknowledging friends, supporters and those who paid tribute to others through their donations in 2020.



2020 Board of Directors

Jane Alseth

Tenaska (retired)

Jon Breuning

Baird Holm LLP

Stu Dornan

Dornan, Troia, Howard,
Breitkreutz & Conway

Tonya Eggspuehler

Union Pacific Railroad

Kathy Gerber

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Clarkson College of Nursing

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Kiewit Corporation

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American National Bank

Ralph Morocco

Community Volunteer

Darlene Mueller

Community Volunteer

Stephanie Samson

Nebraska Medicine

Sheri Stanek

Omaha Public Power District

Janet Sutera

Union Bank & Trust

Katrina Wells

First National Bank of Omaha

Tara Wisdom

OrthoNebraska



“Resilience is based on
compassion for ourselves, as
well as compassion for others.”

— Sharon Salzberg —

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.

— Our Mission —

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



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Omaha, NE 68105
402.341.5128
community-alliance.org

