



Continuing Our Mission

COMMUNITY ALLIANCE  2021 ANNUAL REPORT

A full-page photograph of a person walking away from the camera down a dirt path in a forest. The path is covered in fallen brown leaves. The trees on either side have vibrant autumn foliage in shades of yellow, orange, and red, with some green leaves still visible. The scene is captured from a low angle, looking down the path towards the person in the distance. A semi-transparent grey rectangular box is positioned in the upper right area of the image, containing the text "Celebrating 40 years" in white.

Celebrating 40 years



Dear Friends and Colleagues,

2021 marked Community Alliance's 40th anniversary as an organization. This milestone prompted opportunities to celebrate throughout the year. It also provided occasion to reflect on where we've come from, what we've accomplished, and where we are going.

Many have heard the story of our founding. A group of 5 people, like-minded in their determination of wanting something better than a revolving door of hospitals and institutions for their adult children who were living with a major mental illness. These 5 parents spoke of a vision and hope that their sons and daughters would have access to a full, purposeful and fulfilling life of work, family and community. They set out to make such a vision possible by partnering with other parents, mental health professionals and local leaders to form an "alliance of the community," focused on the personal and community living needs as well as the psychiatric needs of people with mental illness. This was the beginning of the groundbreaking, multi-faceted agency Community Alliance has become.

We are proud of staying true to that vision and the core values that support it. Dignity and respect for all living with mental illness. Partnership with and responsiveness to individual, family and community. A pioneering spirit and willingness to innovate and do things differently in search of a better way. A strengths-based wellness, rather than illness, approach. Focusing on the whole person - mind, body, and spirit. Practicality, integrity, accountability.

Today, we celebrate that Community Alliance offers the broadest range of community-based treatment, rehabilitation and recovery-oriented services for adults with serious mental illness in Nebraska. We celebrate growing from serving 18 clients that first year to 3,807 people this past year; the emergence and implementation of best practices and sustainable models in our field; progress made in lessening the stigma surrounding mental illness; and all the other accomplishments and impact depicted in this annual report. We celebrate the dedication and perseverance of a Board and staff that have given so much in the achievement of a common mission, and their resilience throughout our history and especially these past two years of extraordinary challenge in the midst of a pandemic. Most of all, we celebrate the thousands of individual stories of those we serve, stories of strength, hard work, contribution and recovery which we have been privileged to be a part of this year and every year since 1981.

As we enter a new decade of service, our goals are as ambitious as when we started. And yet, the vision and values that have always guided us remain firm, giving us confidence in the achievement of these goals. We are grateful for your contribution to our impact and success in 2021 and throughout our history. Even more, we are counting on your support and partnership in the years ahead as we continue to work together to ensure that all those who experience a mental illness are given the opportunities they want and deserve to live, work and thrive within our community.

Carole J. Boye
CHIEF EXECUTIVE OFFICER



— Our Mission —

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



Essential Facts About Community Alliance

We are an organization **continuously guided by our mission** of helping people with mental illness achieve their unique potential and to live, work, learn and contribute in a community of mutual support.

We are an organization which **embraces a culture of diversity and inclusion**, and learns and grows from the unique strengths, skills, and perspectives each of our Board of Directors, volunteers and over 200 employees bring to our common purpose.

We are an organization **founded in our community**, dedicated to serving individuals close to their homes, their family and friends throughout the five Nebraska counties of Douglas, Sarpy, Washington, Dodge and Cass which comprise our service area.

We are a **charitable organization**, comprised of multiple corporations organized to effectively meet various statutory and regulatory requirements, with each recognized as tax exempt under Section 501(c)(3) of the Internal Revenue Code.

We are an accountable organization, responsible for being **good stewards of the taxpayer and donor dollars** entrusted to us and conducting our business in an ethical and trustworthy manner as evidenced by our adherence to the Nonprofit Association of the Midlands Best Practices Guidelines and Principles, past receipt of a BBB Integrity Award, and current recognition as a BBB Accredited Charity.

We are an organization that has **earned national accreditation** of all program services from CARF International, reinforcing our ongoing commitment to adhere to nationally recognized service, ethical and business standards.



The Needs of our Community

**Over
35,000**

Over 35,000 people with serious mental illness reside in metro Omaha and surrounding counties; 50% experience co-occurring mental health and substance use disorders.

<50%

Less than half of those in need receive mental health services and only 11% engage in substance use services.

**20-25
Years**

People with serious mental illness die, on average, 20-25 years earlier than those without such illness; 85% of these premature deaths are due in large part to treatable physical health conditions.

2X

Nearly half of all individuals with serious mental illness have at least one chronic physical health condition and often more than one.

1 in 4

At least 25% of people living with serious mental illness have incomes below the federal poverty level.

70%+

70-90% of persons living with schizophrenia are unemployed, a rate higher than any other disability group.



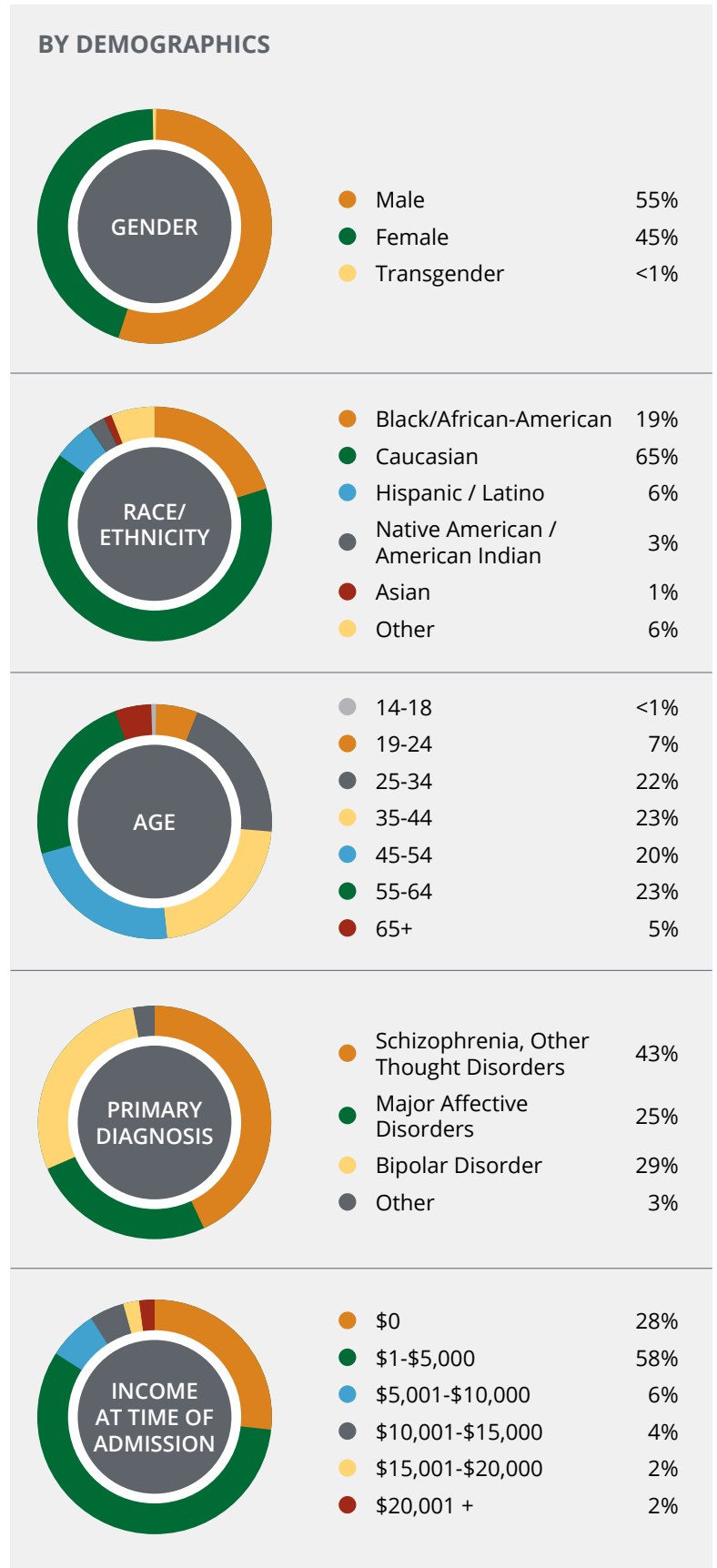
The needs have increased even more with the pandemic

- Emergency room visits related to mental health needs have increased across all age groups - adult, teen and children.
- Symptoms of anxiety and depression have doubled across all ages and populations during the pandemic according to the U.S. Surgeon General. Nearly half of all Black, Hispanic, Asian, Native American and LGBTQIA+ individuals say they've personally experienced increased mental health challenges.
- Where prior to the pandemic, one in five Nebraskans reported mental health needs in any given year, it is now one in three Nebraskans.



The People We Serve

93%	Low Income 93% of persons served by Community Alliance in 2021 had income below the federal poverty level at time of admission.
1 in 3	Communities of Color 1 in 3 of persons served identified as of a race or ethnicity other than Caucasian.
96%	Persons Experiencing Food Insecurity 96% of individuals 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.
1 in 5	Persons Experiencing Housing Instability More than 1 in 5 persons served have experienced homelessness; 4 of 5 qualify for rental subsidies.
3X	Chronic Health Conditions 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.
54%	Co-Occurring Substance Use Disorders 54% of persons served concurrently experience a substance use disorder.
1 in 2	Trauma 1 in 2 persons served by Community Alliance report having experienced significant trauma as a child and/or adult.



The Services We Provide and Their Impact

Integrated Psychiatric and Physical Health Care

At Community Alliance, integrated health care is person- and family-centered care that supports mental and physical health in a way that connects both. It's an approach that makes a greater level of healing and wellness possible, leading toward sustained recovery, purpose, and quality of life.

We employ psychiatric physicians and nurse practitioners to help diagnose and treat mental health conditions. Licensed counselors are available to listen, and help participants problem-solve and develop the skills needed to meet current mental health and substance use challenges and achieve long-term goals. Our primary care practitioners are available to address a full range of physical health needs including prevention, immunizations, treatment of acute illnesses and injuries, and chronic disease management. All work together as a team, along with care coordinators and health and wellness specialists to support whole-person care.

This past year, we adopted the national NAVIGATE model to treat first episode psychosis in youth and young adults. This evidence-based practice seeks to address psychosis early in the illness process, supporting the individual and family with psychiatric, counseling, resiliency training, education and employment support in an effort to reduce long-term disability.



PERSONS SERVED 2021	
Psychiatric Services	581
Counseling Services	293
Primary Health Care	550
Navigate to Success (First Episode Psychosis)	29

OUR IMPACT

86%

86% of participants in outpatient psychiatric treatment and counseling reported a better ability to deal with problems as a result of services.

69%

69% of participants in outpatient psychiatric treatment and counseling reported improvement or alleviation of impact of symptoms of mental illness.

87%

87% of persons seen within our primary care clinic were screened for high blood pressure; of those identified with hypertension and at higher risk for stroke, 68% demonstrated improvement.

78%

78% of persons treated for obesity demonstrated improvement on weight, waist circumference or BMI.

97%

Among survey respondents, 97% reported satisfaction with counseling services, 83% with psychiatric services, and 100% with primary care services.





Rehabilitation Services

The impact of mental health challenges frequently goes beyond just medical symptoms, especially for those experiencing serious mental illness such as schizophrenia or bipolar illness. It can also affect someone’s ability to get or maintain a job, keep up with home responsibilities or stay connected with friends and family. Rehabilitation services provide added help and support to address such daily stressors in a positive and proactive way and are key to achieving sustained wellness and recovery.

Our range of rehabilitation services offer the ability to meet people’s needs wherever they are in the recovery process. Day Rehabilitation is a weekday program providing classroom and real-life practice in areas including personal and community living, physical health and wellness, problem-solving and personal advocacy and empowerment. Community Support services provide one-on-one coaching and support in the home and community, helping participants grow in personal independence while establishing and maintaining a healthy routine to improve personal wellness and safety.

Assertive Community Treatment utilizes a nationally recognized, team-based approach combining community treatment and rehabilitation for individuals whose symptoms have been difficult to manage outside a hospital setting. We also offer a supervised residential rehabilitation program for individuals needing additional time and support to recover from an acute episode of mental illness.

Those involved in rehabilitation services at Community Alliance can and often do participate in other Community Alliance services, such as employment, outpatient counseling, psychiatric and medical care - all based on an individualized approach and guided by where the person is in their recovery process.



PERSONS SERVED 2021	
Day Rehabilitation	544
Community Support	462
Assertive Community Treatment	103
Residential Rehabilitation	165

OUR IMPACT

8 of 10

8 of 10 respondents participating in Day Rehabilitation and Assertive Community Treatment services reported increased ability to deal with daily problems.

72%

72% of persons served in Residential Rehabilitation successfully transitioned to more independent living at program discharge.

88%

88% of persons served by the agency averted the need for hospitalization during the year.

85%+

Overall satisfaction with rehabilitation services among participants ranged from 85% to 93%.

100%

100% of stakeholders surveyed, including family members and referral sources, reported satisfaction with Community Alliance’s rehabilitation services.

The Services We Provide and Their Impact

Employment Services

Work is important for everyone’s health and well-being. It gives us purpose, provides a sense of pride and self-satisfaction, promotes independence and helps to connect us with our community. Being employed and staying employed can be an important step to recovery, improving self-esteem and confidence and reducing psychological distress. Conversely, unemployment increases the risk of developing or increasing mental health problems and is associated with increased rates of depression and suicide as well as higher use of health services and hospital admission.

Employment is vital for maintaining good mental health. Community Alliance’s employment services help individuals achieve this important milestone. We work with employers across the metro area and beyond. Our hands-on approach includes locating job opportunities that match individual interest and skills, help completing applications, assisting in arranging interviews and preparing for those interviews. And, once on the job, trained Community Alliance employment specialists meet with the new employee on or off the job site to help them succeed. Services are sustained until the individual is stable on the job, and can be resumed if circumstances change.

PERSONS SERVED 2021	
Employment Services	148

OUR IMPACT

55%

55% of persons served achieved employment during the year.

95%

95% of participants responding cited satisfaction with the information, choices and services offered to them.

96%

96% of survey respondents and 90% of stakeholders (e.g., referral sources and employers) reported overall satisfaction with the employment services provided.



Homeless and Housing Services

Community Alliance is on the front lines in serving men and women who are homeless and struggling with mental illness and substance use, a population that represents a third or more of those experiencing homelessness in our community. As part of a multi-agency street outreach team, we seek out people who are living outside and also regularly visit area emergency shelters. We work to identify individuals and engage them in the first steps towards mental health care. We provide ongoing supportive services for people we have engaged, helping them to obtain housing and mental health care and to transition from homelessness.

We also provide specialized help in navigating the process of applying for Social Security benefits. By using the national SSI/SSDI Outreach, Access and Recovery (SOAR) model, Community Alliance sees higher and faster initial approval rates for those disabled due to mental illness, including those experiencing homelessness, compared to other application assistance programs.

This year, we expanded our ongoing collaboration with the Metro Area Continuum of Care for the Homeless to help in qualifying individuals and families who are already homeless or at risk of homelessness for housing-related assistance through Omaha's Emergency Rental Assistance Program (ERAP).

Knowing that having a safe and supportive place to live remains an essential component to recovery, Community Alliance owns and operates over 100 apartment units in small complexes around the metro Omaha area in addition to its group living residences. Each is linked to mental health and other community services to support the individual recovery process. Many also have rental subsidies available for income-eligible adults.

PERSONS SERVED 2021	
Homeless Outreach, Transition Services	361
SSI/SSDI Outreach, Access, and Recovery	335
Emergency Rental Assistance Program	903
Supportive Housing	318

OUR IMPACT

75K+

75,555 days of community housing days were provided by Community Alliance during the year.

88%

88% of persons aided by Community Alliance outreach and transition staff maintained stable housing at 6 months.

62%

62% of all SSI/SSDI applications submitted utilizing the national SOAR model were approved at initial application compared to a national approval rate of 28.5% for all adults applying for SSI or SSDI.

92%

92% of survey respondents indicated overall satisfaction with services received.



The Services We Provide and Their Impact

Peer and Family Support

For many who face a mental illness, the practical, hands-on advice and understanding of those who have faced similar challenges is an added layer of support and direction that can help someone continue on the pathway towards recovery. That is why Community Alliance provides trained peer specialists who can serve as teachers, role models and advocates in the recovery process, translating their personal experiences into workable strategies for dealing with one's mental illness and the daily stressors that impact work, relationships, finances, health and more.

Community Alliance's peer support specialists provide both individual and group support, and reach out to individuals across all program areas as well as in our local emergency shelters. They are available to greet people the first time they walk through Community Alliance's doors to welcome them and share what to expect, help develop a wellness action and recovery plan, or facilitate virtual support groups to address social isolation during the pandemic.

We also offer a peer-staffed crisis service called Safe Harbor which provides an alternative to the hospital or emergency room for individuals experiencing a crisis but not one that requires medical or clinical care. Available 24 hours a day, 7 days a week by phone or in person, peer support staff provide a listening ear and ready resources to help deal with the immediate situation and develop a plan to avert future crises.

Family members, friends and significant others also benefit from their own peers. Community Alliance's family education staff are available to help family and others exchange information and learn effective ways to take care of themselves as well as their loved one. This includes facilitating a free, 8-week Family-to-Family educational program utilizing the national NAMI-developed curriculum. National studies indicate that family education and support contribute positively to recovery for the person living with mental illness as well as the health and well-being of the family as a whole.

PERSONS SERVED 2021	
Peer Support	208
Safe Harbor Peer Crisis Services Guests Warm Line Callers	187 697
Family Education and Support	190

OUR IMPACT

9,422	9,422 warm line calls were received by the Safe Harbor Peer Crisis Diversion service during the year.
96%	96% of Safe Harbor guests stated that the services received helped prevent an emergency room visit or hospitalization.
93%	93% of survey respondents reported that peer support services provided them with tools and support to work towards recovery goals.
99%	99% of survey respondents reported satisfaction with peer support services.



Community Partnership

Breaking the Silence returned as a live event to celebrate its 25th year of working to increase mental illness awareness, education and support. Keynote speakers, David and Nic Sheff, whose real life story was portrayed in the movie *Beautiful Boy*, shared their father and son's journey through undiagnosed mental illness, addiction, recovery and reconciliation.

Bike with Mike was held in June, 2021 and extended our partnership with families and community even further with a 10 mile bike ride along Wabash Trace. Organized by the Kutilek family in honor of their son and brother Mike, the inaugural event focused on the importance of reaching out to those who may be struggling and raising awareness of the help that is available.

Community Alliance hosted **397 students and residents**, representing 10 disciplines from 17 academic institutions during the year.

45 persons completed Community Alliance's **peer support training**, one of only two curriculums approved by the Nebraska Division of Behavioral Health.

Two **Family-to-Family classes**, provided in collaboration with NAMI Nebraska, were offered during the year, graduating 40 family members.



We broaden our collective impact through **affiliations and collaborative efforts** across the community including with the following organizations and programs:

American Foundation for Suicide Prevention, Nebraska Chapter
Behavioral Health Education Center of Nebraska
Coordinated Reentry Coalition
Creighton School of Medicine, Dept. of Psychiatry
Douglas County Health Department
Genoa Healthcare
Heartland Workforce Solutions
Heartland CIT Council
Heartland Family Service
Human Resource Association of the Midlands
Metro Area Continuum of Care for the Homeless
Metro Area Suicide Prevention Coalition
National Alliance on Mental Illness, Nebraska and Omaha Chapters
National Council for Mental Wellbeing
Nebraska Association of Behavioral Health Organizations
Nonprofit Association of the Midlands
Public Health Division, Nebraska Health and Human Services
Region 6 Behavioral Healthcare
United Way of the Midlands
University of Nebraska Medical Center, Dept. of Psychiatry

Financial Summary

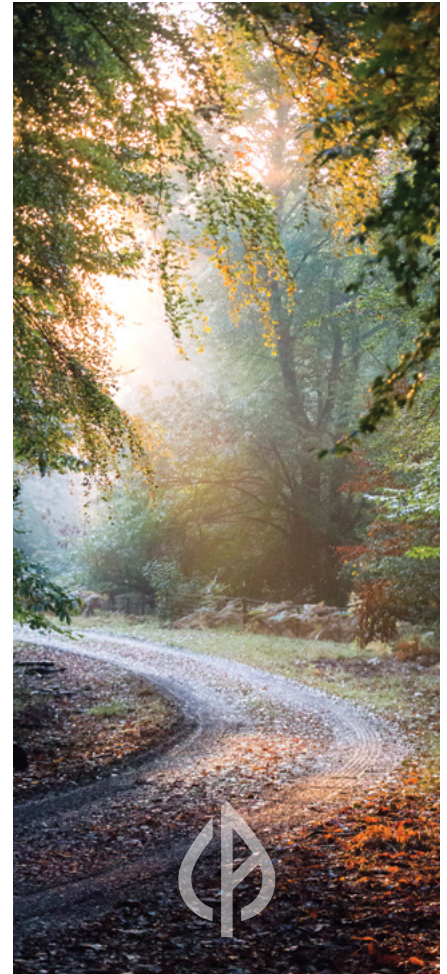
REVENUE & SUPPORT	JULY '19 - JUNE '20	JULY '20 - JUNE '21
Earned Contracts & Fee for Service	\$ 8,129,337	\$ 11,204,393
Rent & Other Housing Related	612,910	576,408
Client Fees	398,349	303,476
Restricted Grants & Contributions	575,098	296,119
Fundraising & Other Donations	1,280,652	3,517,960
Interest & Other Income	824,336	1,358,449
Total Operating Revenue	\$ 11,820,682	\$ 17,256,805

OPERATING EXPENSES		
Residential Rehabilitation Services	\$ 2,717,155	\$ 2,294,008
Assertive Community Treatment	1,190,086	1,188,990
Day Rehabilitation Services	1,163,563	1,043,777
Community Support Services	1,248,871	1,655,977
Outpatient/Integrated Care Services	856,624	2,249,263
Homeless Services	1,161,572	1,566,312
Employment Services	378,032	355,412
Family & Peer Support Services	957,749	843,460
Housing Services	940,069	735,973
Other	128,848	916,760
Management & Fundraising	1,808,564	2,102,728
Total Operating Expense	\$ 12,551,133	\$ 14,952,660

NET OPERATING GAIN (LOSS)		
Before Capital Investments	\$(730,451)	\$2,304,145

CAPITAL INVESTMENTS		
Building Improvements	\$ 441,494	\$ 298,910
Capital Equipment, Vehicle Purchases	322,724	198,688
Total Capital Investments	\$764,218	\$497,598
Change in Investments	\$ (1,089,510)	\$ 4,521,973

NET OPERATING GAIN (LOSS)		
After Capital Investments	\$ (2,584,179)	\$ 6,328,520



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 financial summary reflects funds received through fiscal years 2020 and 2021 including a PPP small business loan received by Community Alliance in FY2020, all of which qualified for loan forgiveness in FY2021. Of total program costs incurred by Community Alliance, \$3,847,441 or 26% represents federal funding received directly or passed through the State of Nebraska, Region 6 Behavioral Healthcare, Douglas County, the City of Omaha, or other government entities during the most recent fiscal year.

2021 Donations



Our sincere thanks to all who, through their financial contributions, in-kind gifts and other donations, gave to Community Alliance in support of its mission and services in 2021.

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All Makes Office Equipment
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Kelli Young
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Angelo Zieno, MD
Larry Zier
Gloria Zinn
Julie Zulkosky

2021 Memorials and Tributes

In Memory of Jake Barnes
Teresa and Ron Semerena

In Memory of David Boulay
Steve and Anne Kutilek

In Memory of Christopher Bremer
Jeff and Beth Moberg

In Honor of Ed DeLashmutt
Arthur and Linda Nash

In Memory of Jan DeSmet
Steve and Anne Kutilek

In Memory of Dr. James Elston
Steve and Anne Kutilek

In Memory of Dennis Folkerts
Andy Johnson and Kathy Gerking

In Memory of John Gass
Roger Abel
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Mr. and Mrs. Clarence Brunnert
Dennis Cernik
Gerry and Lil Chatfield
Joe and Pat Connolly

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Mary Ann Dunning
Sharon Evon
Mick and Kathy Farrens
Phyllis Finney
Ray Fornoff
Richard Gass
Wayne and Kathy Gates
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2021 Memorials and Tributes



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Keith and Susan Olson
John Peterson
John and Nancy Popp
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Kenny and Julie Rowe
Rebecca Sandiland
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Suz Millicent Sohns
Edward and Pamela Stanek
Spencer and Joy Stevens
Mr. and Mrs. Jack Swirzinski
Joanne Weidler-Hempel
Leo Wichert
Worldwide Aircraft Recovery, LTD

In Memory of Aaron Haney

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Shirley Gillespie
Paul and Larri Hunter
Steven Kerrigan
Kelly McCoy
Richard Morasci
Judith Morasci
Cheryl Nelson
John and Lila Retzer

In Honor of Howard and Rhonda Hawks

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In Memory of Charlotte Herman, EdD

Connie Wallace-Hazard

In Memory of Dawn Holdorf

Donna Wilson and Denise Campbell

In Memory of Teresa Hunzeker

Fred Hunzeker

In Honor of Shelby Logan

Anne Breitzkreutz

In Memory of Gary McClure

John and Sharon McClure

In Memory of Lee F. McNamara, MD

Steve and Anne Kutilek

In Memory of Gail Miller

Steve and Anne Kutilek

In Memory of Dr. Stanley Nabity

Steve and Anne Kutilek

In Memory of Ellen Neary

Richard and Shauna Hautzinger

In Memory of Kathryn Neumann

Charles Neumann

In Memory of Scott Neuverth

The Neuverth Family

In Honor of Jacob Newman

Anne Breitzkreutz

In Honor of Kristie Nichols

Janny Mullen

In Memory of Jane Coad O'Brien

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Larry and Marjorie Brennan
Gregory Cofield
Crook Family
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Gregg Fuesel
David and Christie Gerken
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John Hughes

Dr. John and Mary Monson
Nan O'Brien
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Susan Stein
Susan and Emmet Tinley III
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In Honor of Michael A. O'Meara

Francis and Marjorie O'Meara

In Memory of Gary Phillips, Jr.

Gary and Maralyn Phillips

In Memory of Stan Pierce

Aileen Brady
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Nick Parrish
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In Memory of William Prichard

Steve and Anne Kutilek

In Honor of Dr. Jai Sookram

Peggy Hall
James and Tana Koch
Michael and Susan Weston

In Memory of Ruth Stalp

Lorene Fiala

In Memory of Kevin and Brian Stewart

Debra Stewart

In Honor of Josalie Tyson

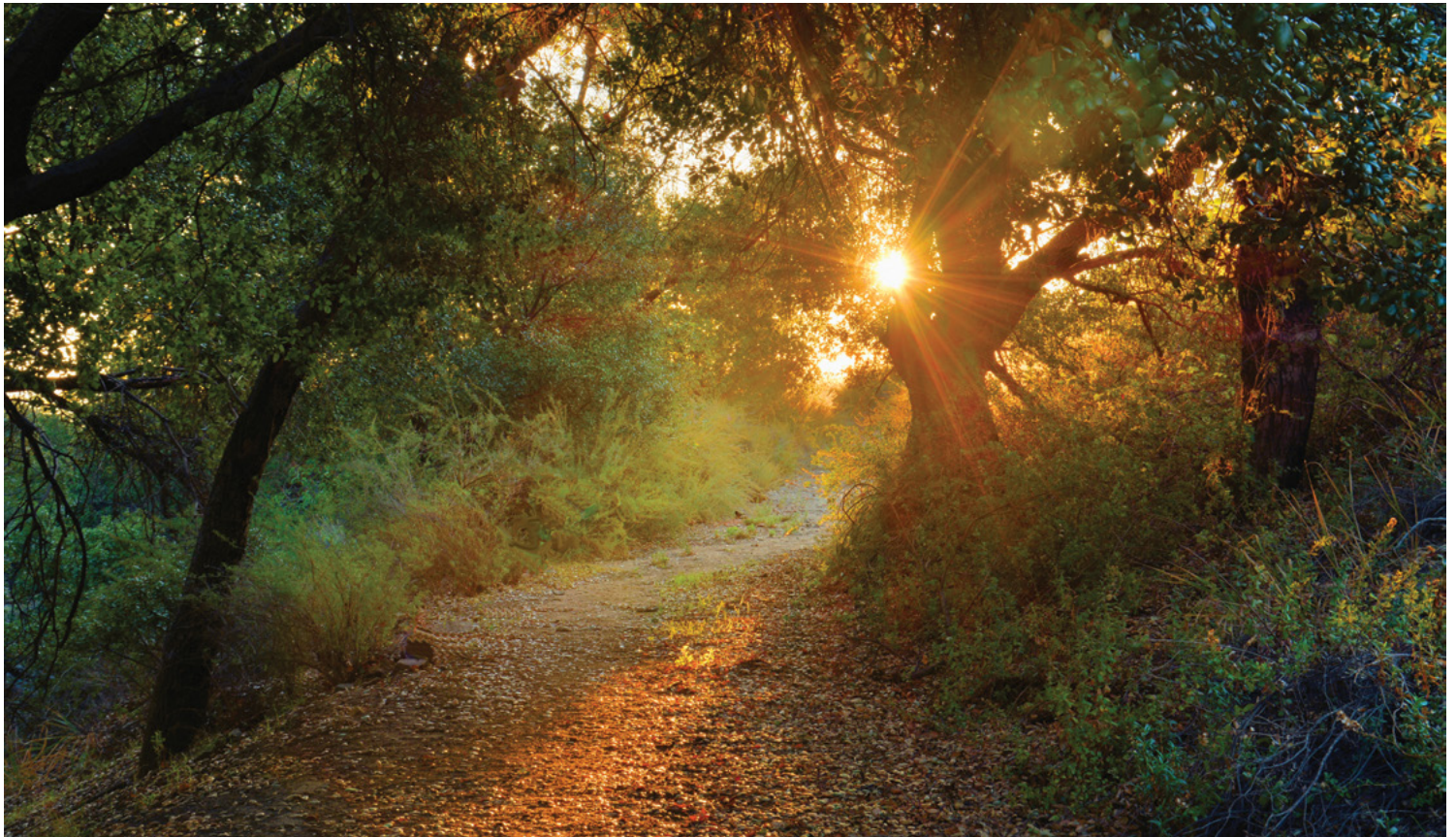
Fred Robertson

In Memory of Patricia Wagner

Steve and Anne Kutilek

In Memory of Katherine Waring

Steve and Anne Kutilek



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