



# CenterPointe Reports...

## Excellence in Care and in the Business of Providing It

*CenterPointe values excellence, integrity and ethics in everything we do. We believe that if each person in the agency operates with these three values in mind, all other standards and requirements will be met and surpassed.*

Admittedly, those high-sounding words are easy to say. Living up to them is more difficult. It requires, among other things, that our professionals practice in their areas of competence, that we carefully document our activities, that we closely follow regulations, laws and best-practice guidelines, and that we openly acknowledge and correct our errors as they occur. It is a great point of pride for the whole agency that we are able to report to you that our commitment to these values produces results.

### **A Perfect Review**

In the last fiscal year (2004-05), we received audits by our peers, by our funders and by an independent accounting firm. All of these audits received the highest marks with no suggestions for changes. In addition, we were surveyed by the international accrediting body known as the Commission on the Accreditation of Rehabilitation Facilities (CARF). CARF surveyors spent three days looking at our files and policies and talking to clients, staff, community members and funders. The result was a rare occurrence: a perfect accreditation survey with no recommendations for changes to correct substandard performance.

### **Stewardship and Leveraging**

CenterPointe believes that stewardship of public dollars goes beyond simply paying the bills. It involves finding revenue streams that will sustain the agency's work and then leveraging those funds to get the most out of every dollar. Eight years ago we implemented a strategy to use our earnings for facility purchase rather than for facility rental. Since 1997, we have been able to buy two of the five buildings we use for programming. This will enable CenterPointe to allocate more dollars toward programs rather than bricks and mortar, thus strengthening our services for clients. In the eight years we have owned real estate, this strategy has increased our balance sheet equity by almost 300%.

### **Employing the Best and Brightest**

CenterPointe's work in the behavioral health field is cutting-edge for issues of co-occurring disorders. This

requires us to employ staff that work as a team, believe in themselves, believe in the Mission of the agency, and pursue a thinking approach to their teamwork. It also means we have to keep one eye on sound business practices while keeping the other fully focused on offering care, compassion and concern in a genuine and professional manner. We seek the best, we expect the best and we encourage each staff member to achieve the best. And it shows.

### **Outcomes**

We know that unless we base our decisions on information from our consumers, referral sources, staff, and others, we are just shooting in the dark with our well-intentioned efforts. Accordingly, each year each clinical program analyzes the characteristics of program participants. We take a hard look at what worked as an intervention and what didn't work. We condense more than 300 pages of data and analysis into workable amounts of information so each program can understand its past and plan its future. If you would like to see some of this data first-hand, you can find a complete review of our Annual Outcome Report on our web site at [www.centerpointe.org](http://www.centerpointe.org).

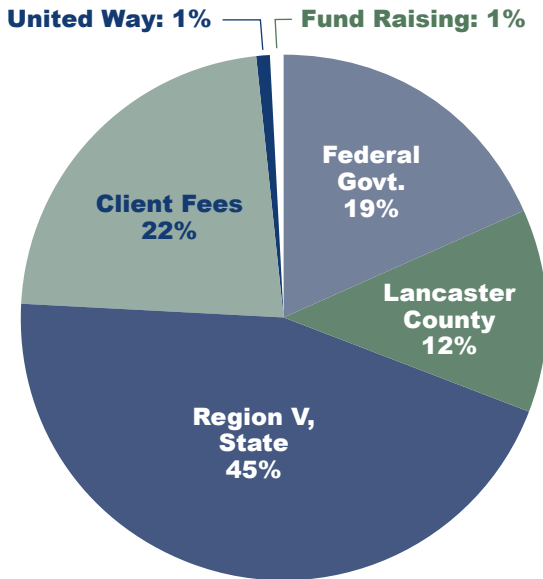
### **Customer Service**

With the convergence of mental illness, addiction, primary health problems and the trappings of poverty, the people who come to us are experiencing plenty of difficulty already; poor service should not be added to the list. For that simple reason, CenterPointe emphasizes among all staff the need to offer a positive experience for all who deal with the agency. For the most part, we hear that the experiences with CenterPointe are indeed positive, but we don't take that for granted. Our doors and ears are always open to people with concerns or suggestions on how we can improve.

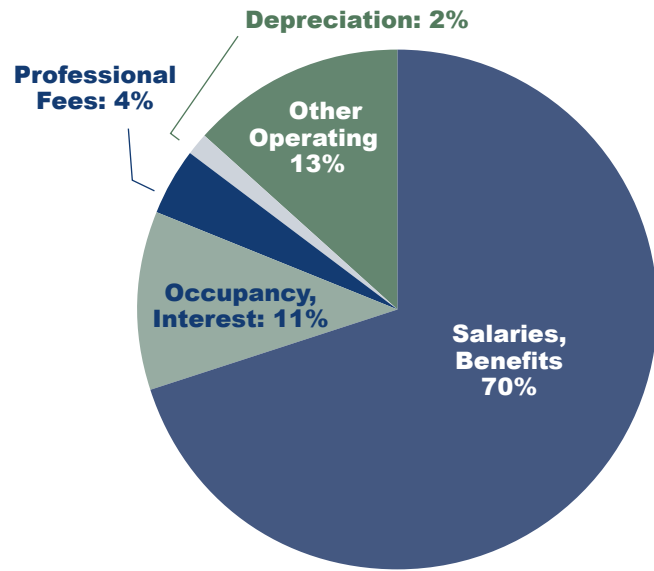
  
Kevin R. McManaman  
Board President

  
Topher Hansen  
Executive Director

## 2003–2004 Financial Summary

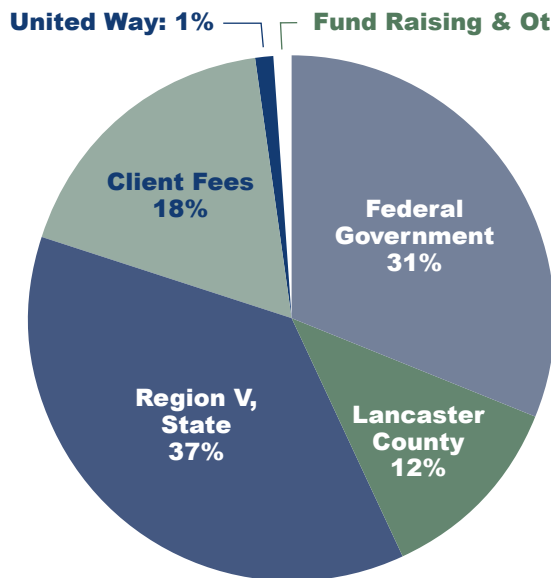


**Revenue**  
\$3,779,558

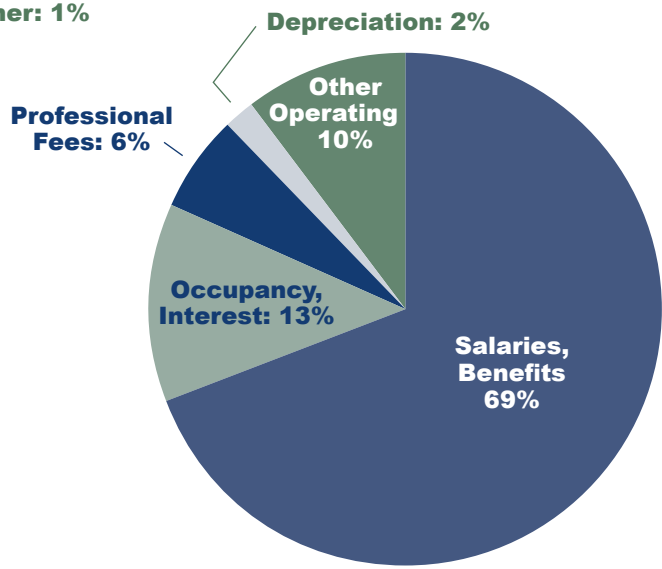


**Expenses**  
\$3,695,902

## 2004–2005 Financial Summary

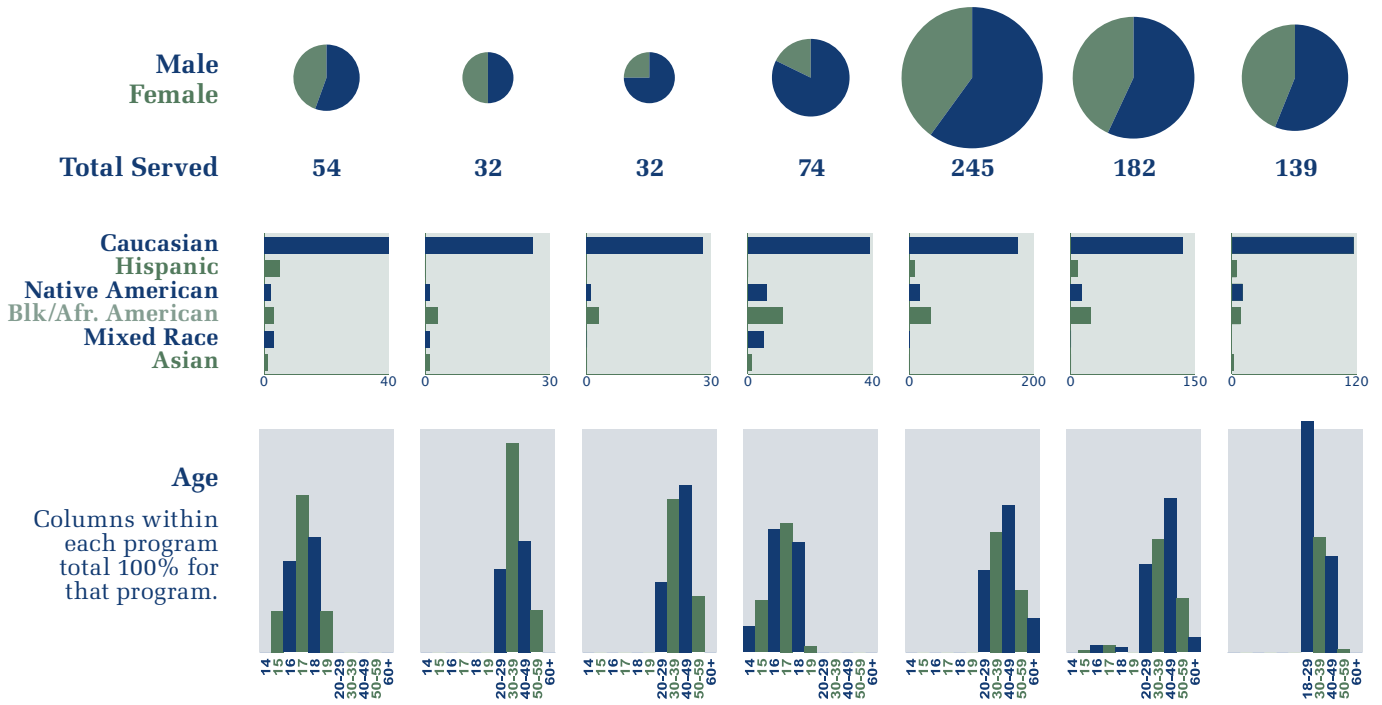


**Revenue**  
\$4,140,032



**Expenses**  
\$3,938,965

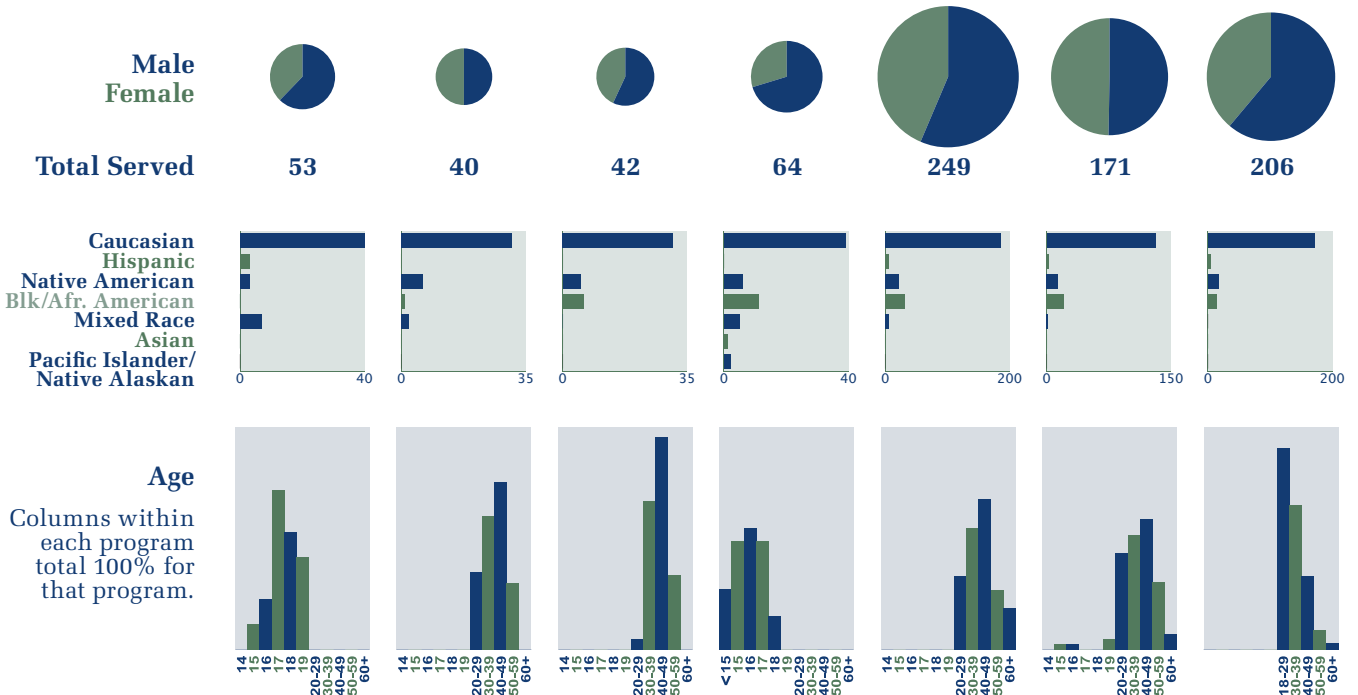
# Individuals Served, By Program



## 2003-04

**Youth Residential**    **Adult Residential**    **Day Rehabilitation**    **Evening Reporting Center**    **Community Support**    **Out-Patient**    **Touch-Stone**

## 2004-05





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Lincoln, Nebraska 68503  
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## CenterPointe Services

### **Adult Dual Disorder Residential**

Transitional housing and residential treatment for adults 19 and over with severe and persistent mental illness and substance dependence. Services include Individual, group and family counseling; recreational therapy; case management and psychiatric services. Expected stay 6-8 months.

### **Youth Residential**

Transitional housing and residential treatment for youth 13-18 years with substance dependence and mental health disorders. Services include Individual, group and family counseling; recreational therapy; case management and psychiatric services. Expected stay 4-6 months.

### **Youth Reporting Center**

Referrals are received from Juvenile Court to provide intensive supervision for youth as an alternative to detention. Services are provided from 3 - 8 PM M-F.

### **Outpatient**

Outpatient treatment for youth 13-18 and adults 19 and over with substance use disorders or co-occurring substance use and mental health disorders. Services are provided based on client need and may include individual, group, and family counseling, and psychiatric services. Expected stay depends on client need, but generally 6-8 months.

### **Touchstone**

Short-term residential services for adults 19 and over with substance dependence disorders. Psychiatric services available. This program is provided in collaboration with Houses of Hope. Expected stay is 40 days.

### **Community Support**

Individual support and advocacy to develop skills needed to live in the community as independently as possible. Services assist with basic needs such as housing, food, medical needs and linkages with needed services in the community. Expected stay varies depending on client needs, but generally, 12-18 months.

### **GLIDE**

Transitional housing in scattered site apartments in addition to case management services is provided for single, homeless adults over 19 years of age who have substance use and mental health disorders.

### **Harvest Project**

Case management services specifically for adults 55 and older with substance use or co-occurring substance use and mental health disorders. This program is provided in collaboration with the Lincoln Information for the Elderly (LIFE) and the Community Mental Health Center.

### **Adult Day Rehabilitation Services**

Long term, structured day services for adults 19 and over with a severe and persistent mental illness and substance abuse or dependence. Services develop daily living skills designed to reduce admissions to more intensive services. Expected stay up to 5 years.

### **Drug Crisis Line**

24 hours / 7 days a week. Information, referrals and crisis assistance to callers.

### **Open Studio/Workshop**

Free weekly sessions at the F Street Recreation Center that are open to anyone who wants to use art or writing as a form of expression. This program is provided in collaboration with the Community Mental Health Center and Lincoln Parks and Recreation.

### **PIER**

An intensive program for outpatient treatment, rehabilitation, and supportive services, the Partnership In Empowerment and Recovery (PIER) serves individuals with a serious and persistent mental illness and other co-occurring disorders, in a community-based setting that allows them to live in the community as independently as possible. This program is operated in collaboration with the Community Mental Health Center and Lutheran Family Services.

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## Board of Directors

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Kent Knisely, Ann Meyer, Bob Moyer, Tiffany Mullison, Chad Pfeiffer, Dottie Shapiro, Janet Walters, Becky Wild

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**Non-Discrimination Statement:** Rules for acceptance and participation in the program are the same for everyone without regard to race, color, national origin, age, sex or disability. Any person who believes he or she has been discriminated against in this program should write to: Administrator, Food and Consumer Service, 3101 Park Center Dr., Alexandria, VA 22302

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