



Outcomes 2011

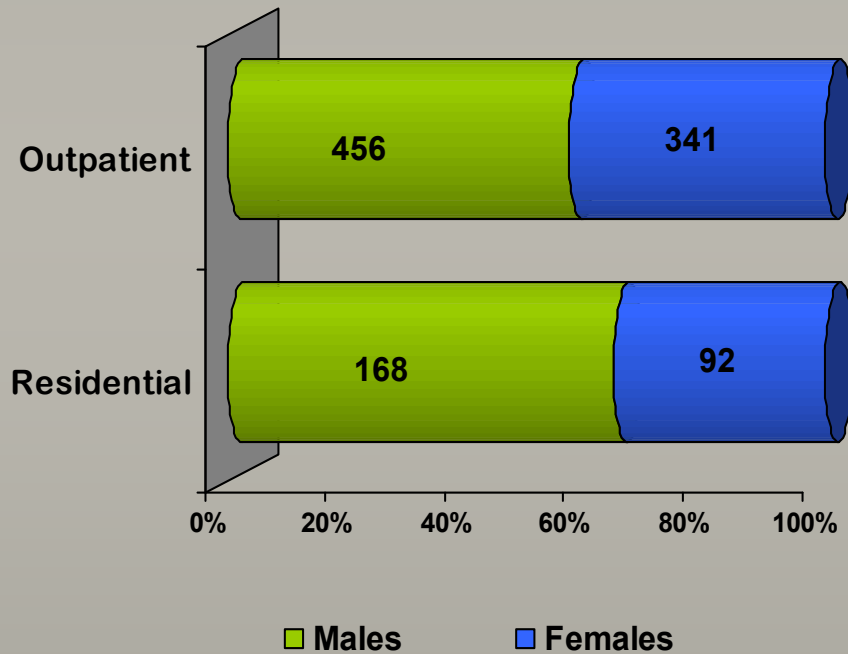
*Together we are
recovering lives and restoring hope*

www.centerpointe.org

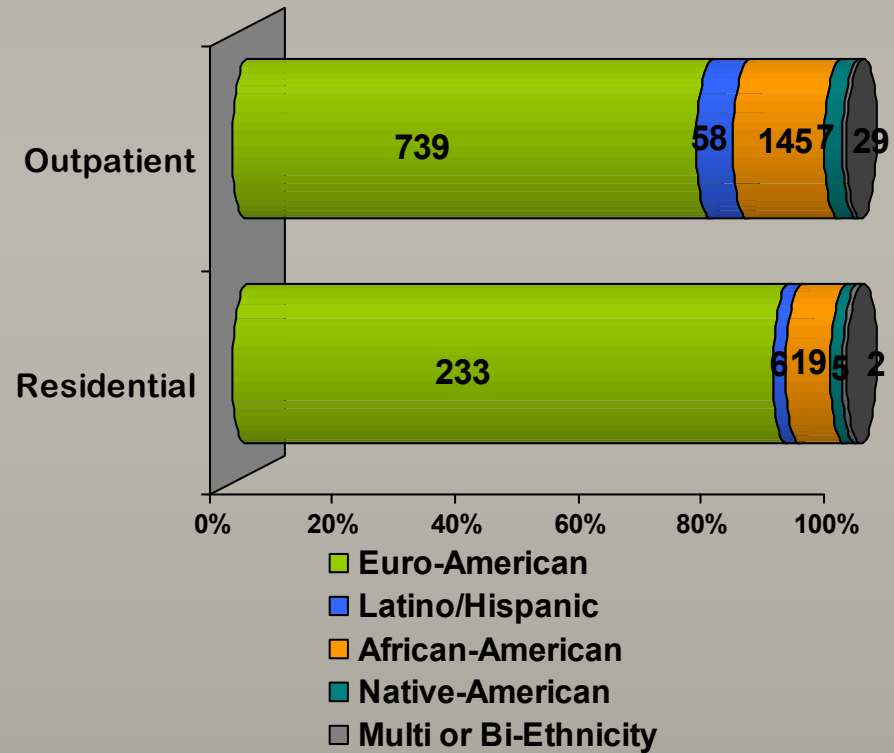
**CenterPointe helps people with
mental health and substance
use issues live healthier,
more productive lives.**

Persons Served

Gender



Race & Ethnicity



Types of Problems

Mental Health Diagnoses

- ▶ 30% with Schizophrenia or related thought disorders
- ▶ 40% Depressive Disorders
- ▶ 20% PTSD and Anxiety Disorders
- ▶ 10% Other Mental Health Disorders

Substance Diagnoses

- ▶ 40-50% Alcohol Dependence
- ▶ 25% Methamphetamine
- ▶ 20% Cocaine, Marijuana and other substances including Rx Drugs

19 Programs

8 Facilities

- Co-occurring Residential Treatment
- Touchstone Residential Treatment
- Outpatient Counseling
- Day Rehabilitation
- PIER
- Community Support
- Recovery Support
- Peer Support
- Harvest Program
- Glide Shelter Plus Care



- Permanent Housing
- Supported Living
- Transitions Housing for Young Adults
- Veteran's Transitional Housing
- Youth Outpatient Counseling
- Youth Intensive Outpatient Program
- Open Studio/Writers' Wordshop
- SOAR
- Psychiatric Care

Residential Treatment Programs For Adults



Touchstone

2633 P Street

*** In Collaboration with Houses of Hope**



Co Occurring Residential

2220 10th Street

PIER

Assertive Community Treatment



2000 P Street

***In collaboration with Community Mental Health Center
and Lutheran Family Services**

Outpatient Services



1000 S. 13th St

Outpatient Programs

- **Assertive Community Treatment PIER**
 - » Collaboration between Community Mental Health, Lutheran Family Services and CenterPointe
- **Outpatient Counseling - youth and adults**
- **Day Rehabilitation**
- **Psychiatric and Medication Monitoring**
- **Community Support**
 - Case Management
 - Recovery Support/Care Monitoring
 - SOAR
 - Peer Support
 - Supportive Living



Housing Programs

***Transitional Housing for 9 young adults 18-24**

***Glide – Transitional housing for 22 Adults**

***Veteran's Transitional Housing- group living for 10 veteran men**

Shelter + Care 4 apts for Chronically Homeless

***Permanent Housing for 30 people**

***Supportive Housing for 7 people**

***CreekSide Village for 20 adults**

***Family Housing Four 2 BR apts**

***Overland Trail 10 units for disabled adults.**



Vet's Housing



Supportive Housing



Overland Trail



Family Housing

Other Programs

Open Studio

The Writers Wordshop



This collaboration of Lincoln Parks and Recreation, Community Mental Health Center and CenterPointe supports a community wide program for individuals to express creative talent through writing or visual arts. Hosted by F Street Recreation Center.

Two Pillars Church assists with showing Artists work at the First Friday Gallery Walk at The 815 (815 O St) in the Haymarket and other venues in the community throughout the year.



www.centerpointe.org

Staffing – 94 Employees

- 8 Program Directors
- 20 Case Managers
- 8 Counselors
- 5 Nurses
- 1 Recreational Therapist
- 28 full/part time residential technicians
- 14 Support Staff
- 2 kitchen Staff
- 8 management team members



Contractual Staff

- **CenterPointe Residential and Outpatient Treatment**
 - ▶ Dianna Clyne, M.D., Psychiatrist
 - ▶ Maxine Bohaby, R.D.
 - ▶ Mike Last, M.A., L.M.H.P
 - ▶ Serena Macauley, R.N., M.S.N., A.P.R.N.
 - ▶ Helen Trotter, R.N., M.S.N., A.P.R.N
- **PIER Assertive Community Treatment**
 - ▶ Dianna Clyne, M.D., Psychiatrist
 - ▶ Helen Trotter, R.N., M.S.N., A.P.R.N
- **Touchstone Short Term Residential**
 - ▶ Dianna Clyne, M.D., Psychiatrist
 - ▶ Helen Trotter, R.N., M.S.N., A.P.R.N

Key Performance Indicators



- Accessibility of services
- Human Resources
- Financial
- Program Utilization
- Risk Management - Health/Safety
- Stakeholder Input
- Technology
- Clinical Trends in Behavioral Health
- Outcomes for Persons Served



Outcome Indicators

Manage mental health symptoms

Medications taken as prescribed “most of the time”

Brief Symptom Inventory* functioning score

Using a new tool in the future, Basis 24

Reduced Reliance on emergency rooms, hospitals, crisis centers and jails

Outcome Indicators

Reduce or eliminate substance use.

The frequency of use

The amounts used

The number of substances used

Reduced Reliance on emergency rooms, hospitals, crisis centers and jails

Outcome Indicators

Live in the community independently as possible.

Legal Involvement

Housing, as appropriate for the individual

Reduced Reliance on emergency rooms, hospitals, crisis centers and jails

Outcome Indicators

Engage in a program of recovery.

Develop an individual plan for recovery.

Identify and attend as needed:

Support Groups

Counseling

Psychiatric care

Day Rehab

Community Support

Other sources of

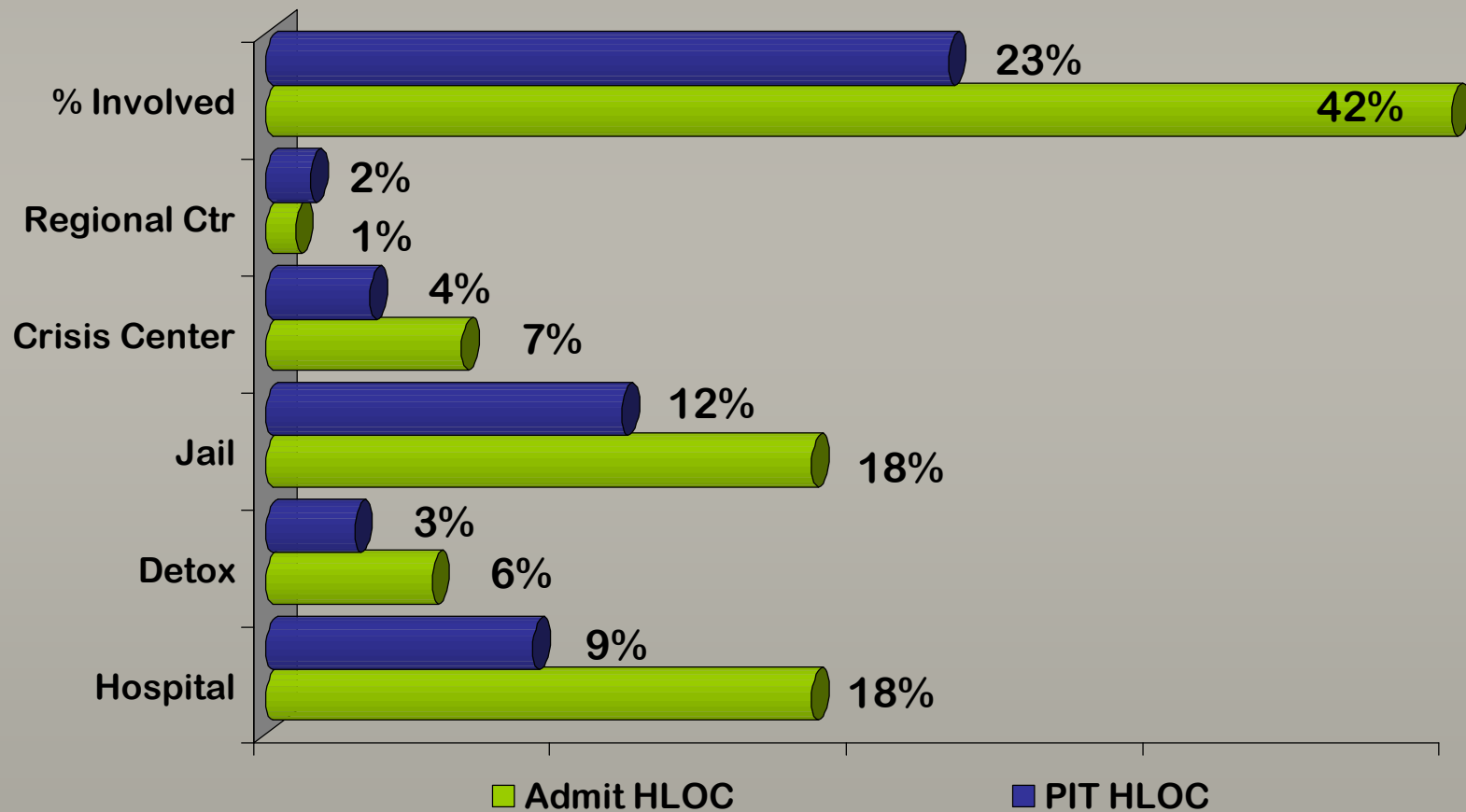
support for recovery

Reduced Reliance on emergency rooms, hospitals, crisis centers and jails

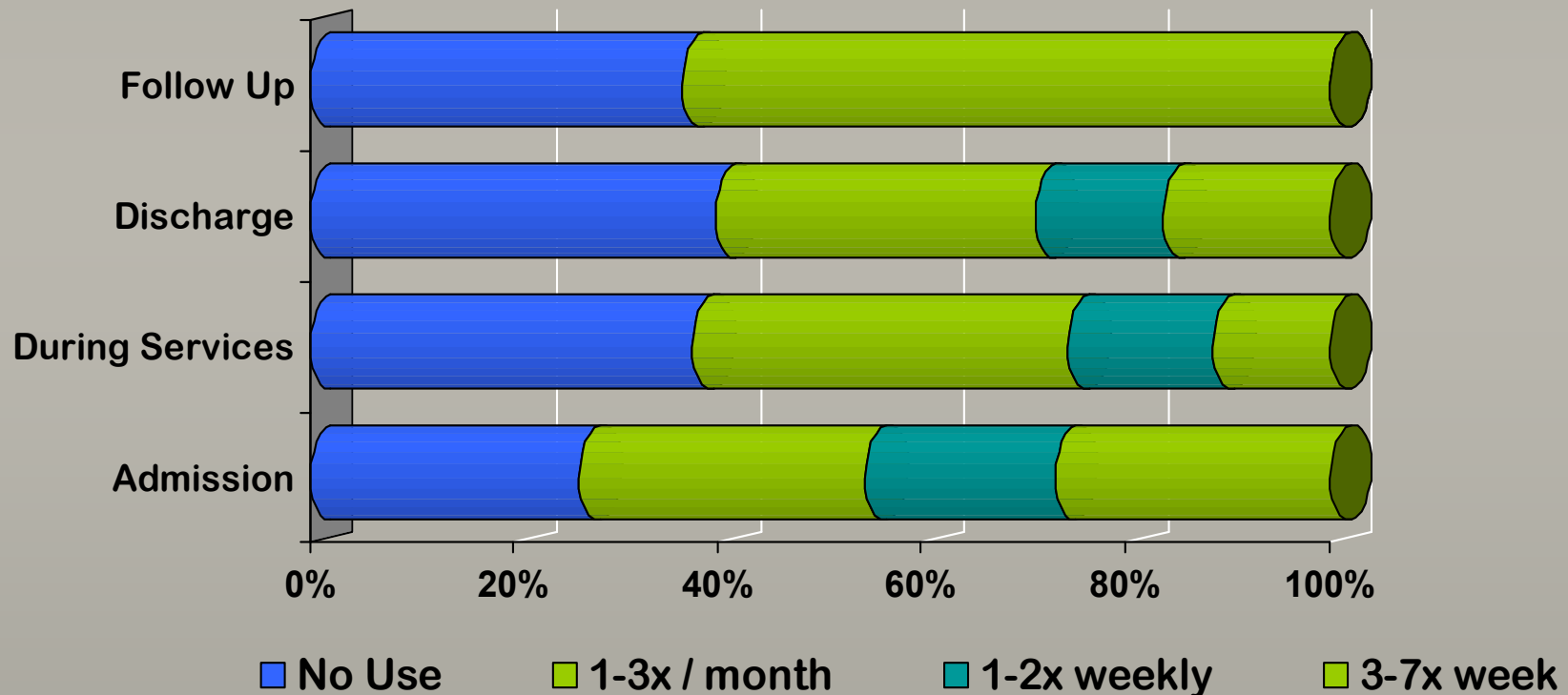
Key Outcome Areas for Persons Served

- Effectiveness of services
- Efficiency of services provided
- Access to Services
- Perceptions of Care

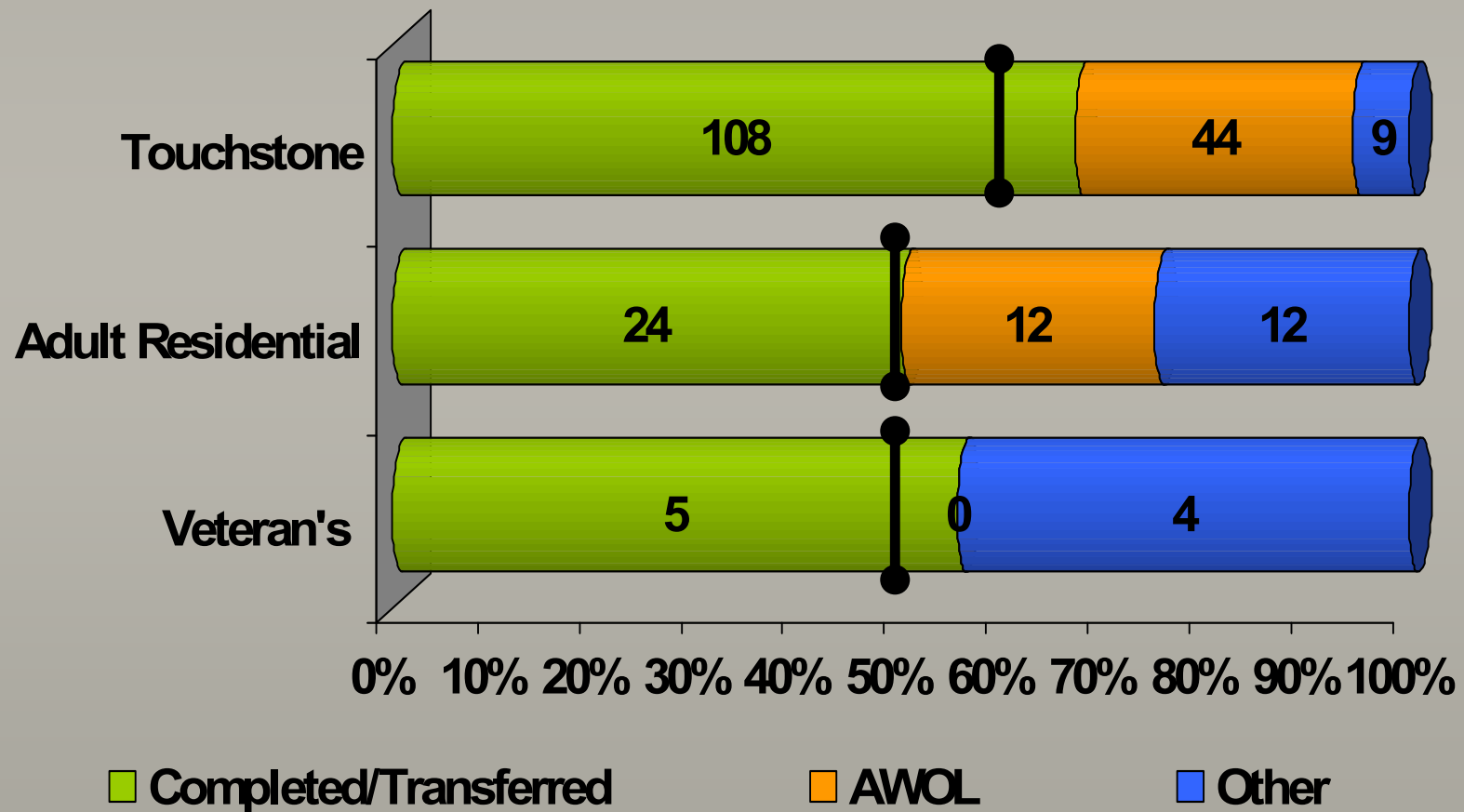
Outpatient Consumers: Higher Levels of Care



Outpatient Substance Use

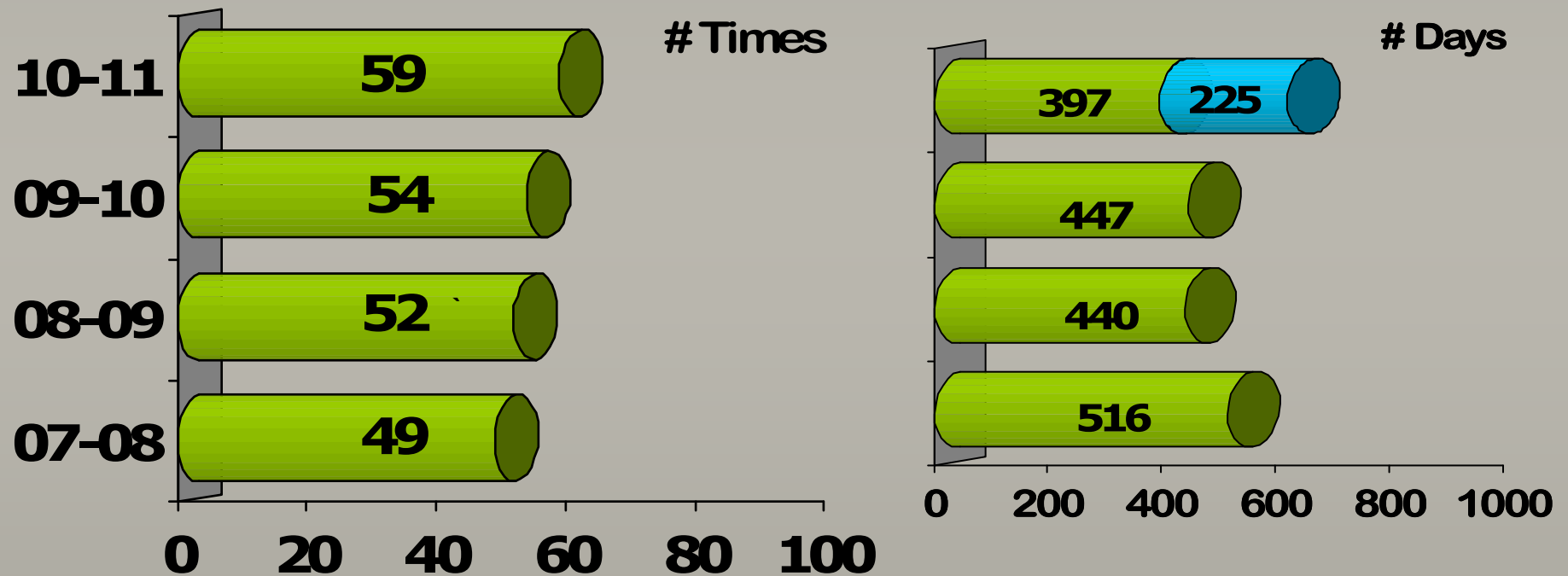


Residential Treatment Completion Rates



PIER

ACT Team-Hospital

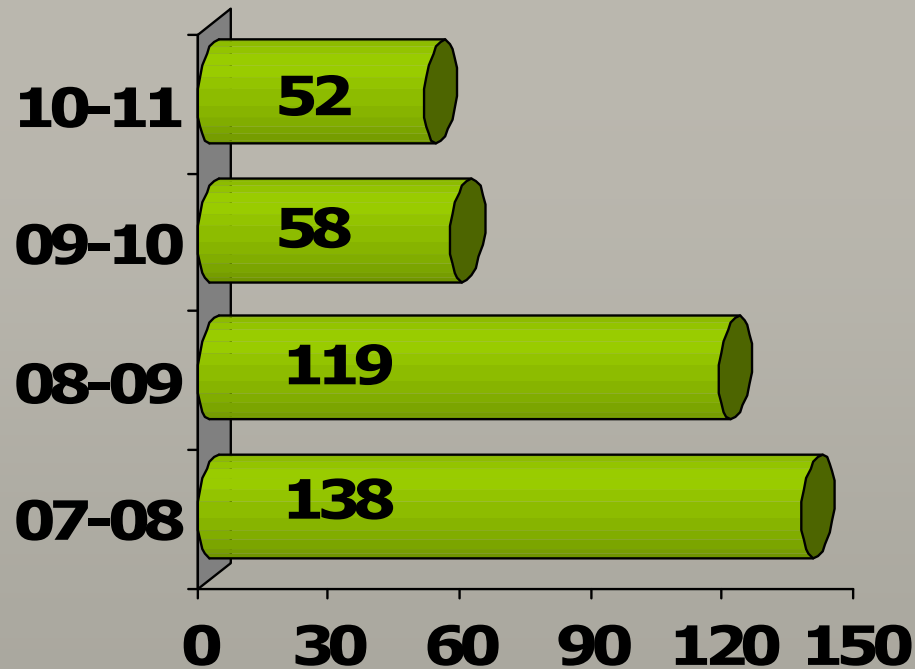


Most recent data collected indicates clients were hospitalized for 8,603 days in the year prior to their admission to PIER.

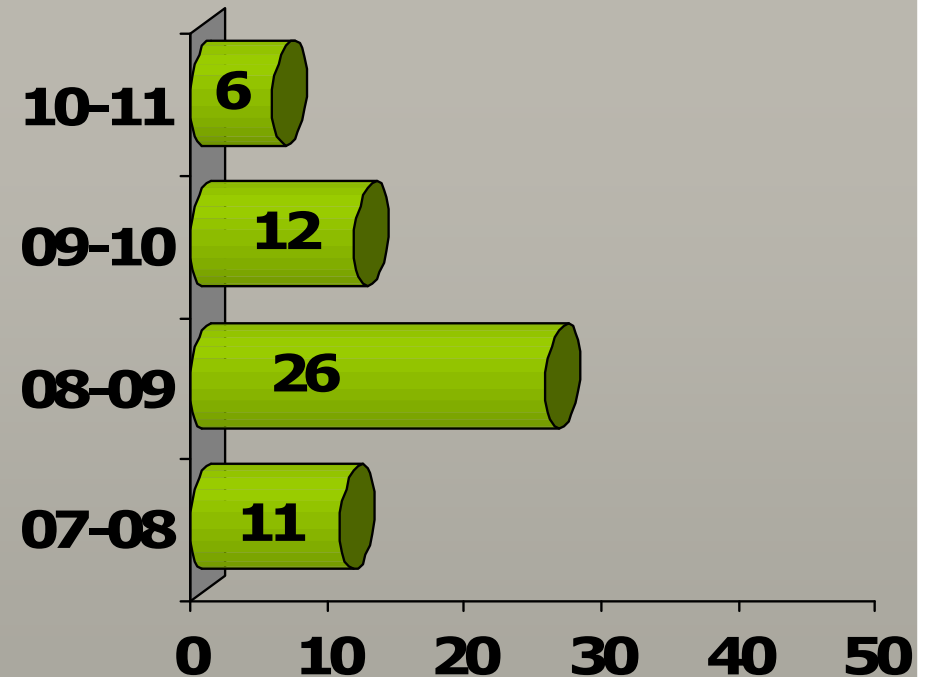
PIER

ACT Team-Jail

Days Incarceration



Incidents

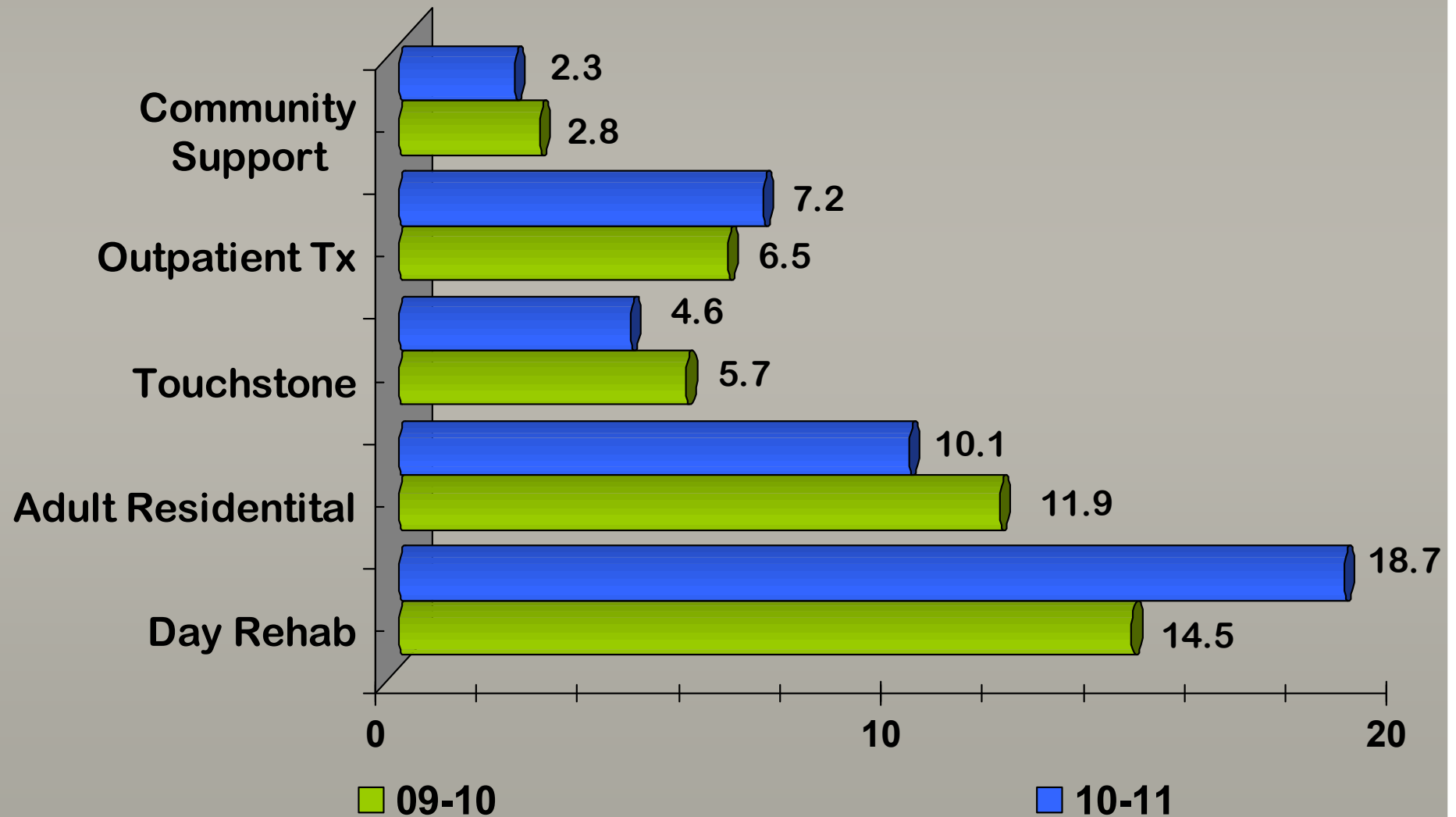


Access to Services*

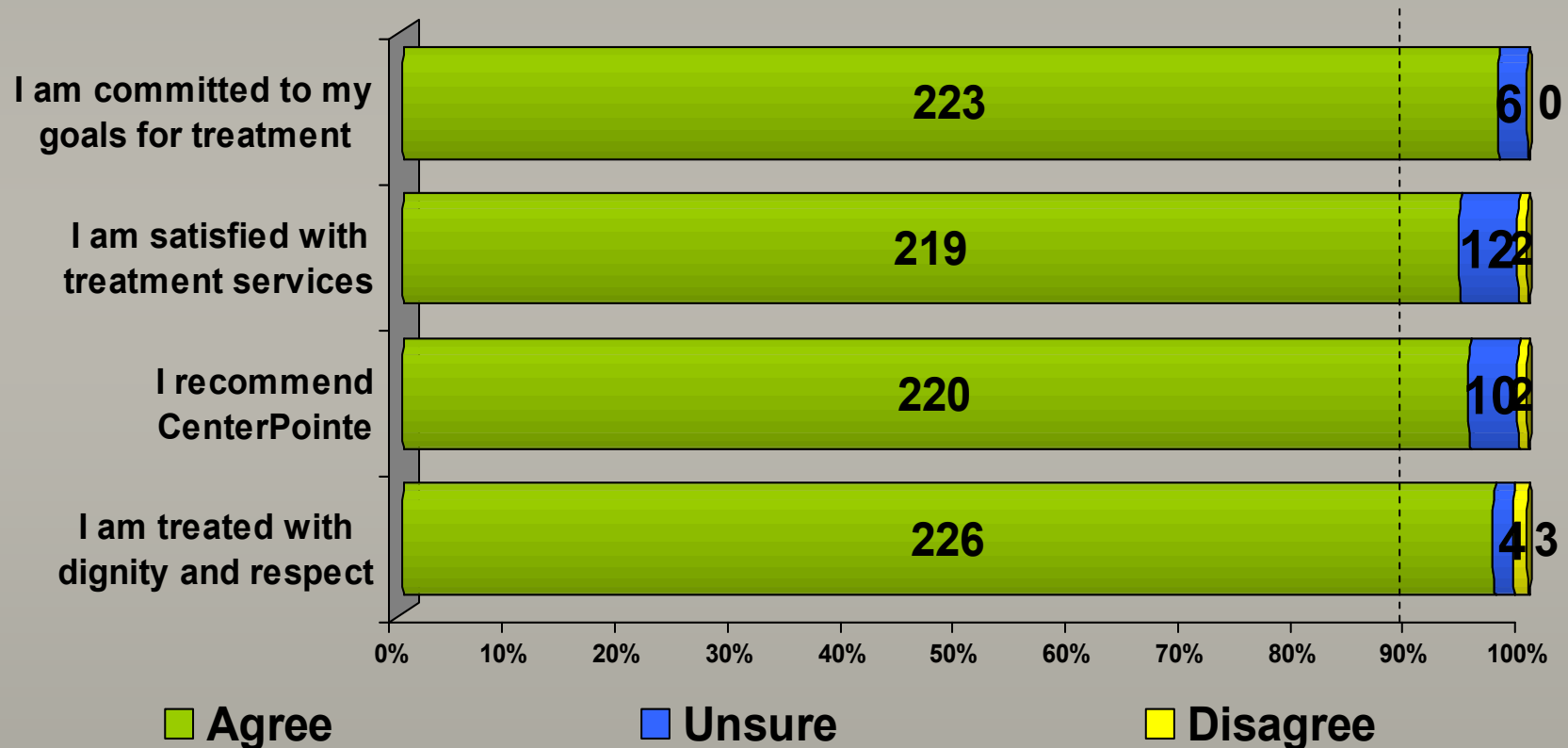
Outcome of Referral	08-09	09-10	10-11
Admitted	470	527	662
Deceased	0	0	1
Incarcerated	22	41	40
Ineligible	101	122	114
Can Not Locate	144	191	230
No Show	29	31	40
Declined Admit	128	119	100
Other	4	5	25
Referred Elsewhere	22	66	56
Treatment Elsewhere	148	123	128
54 % increase in OP Counseling TOTALREFERRED	1,068	1,225	1364

*Excludes *PIER*

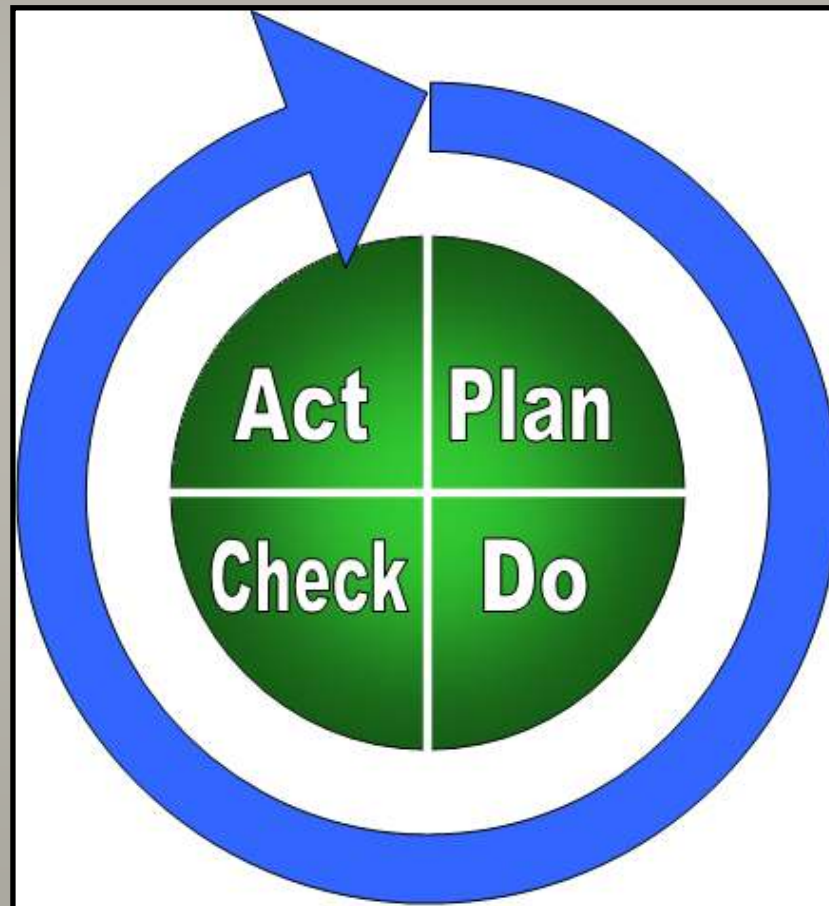
Wait Times in Weeks



Perceptions of Care



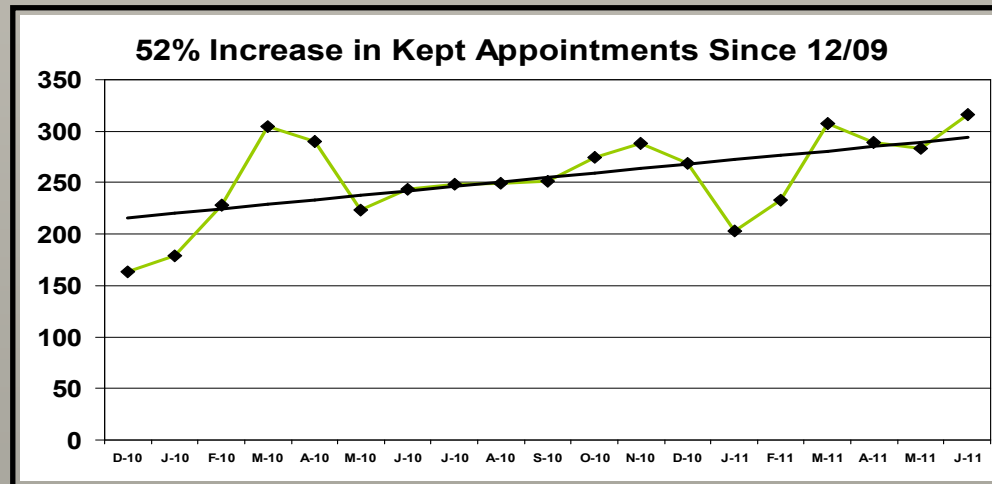
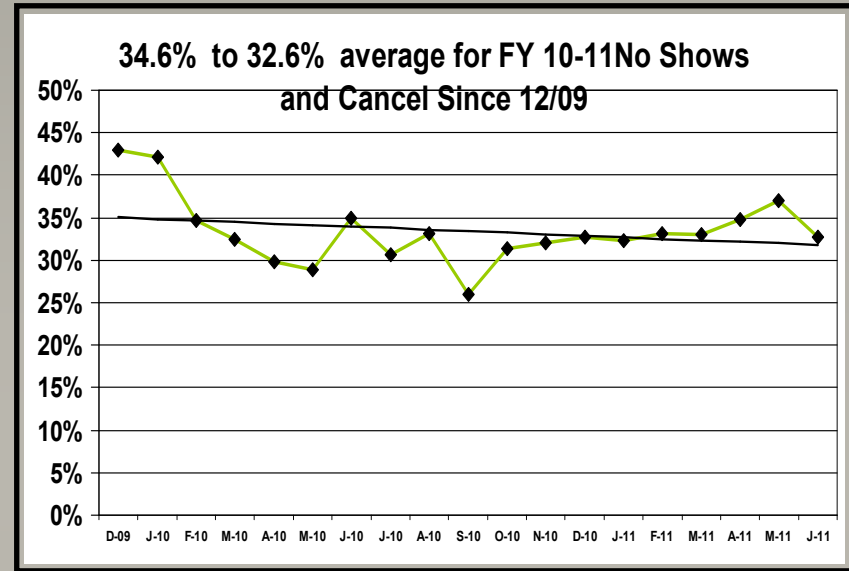
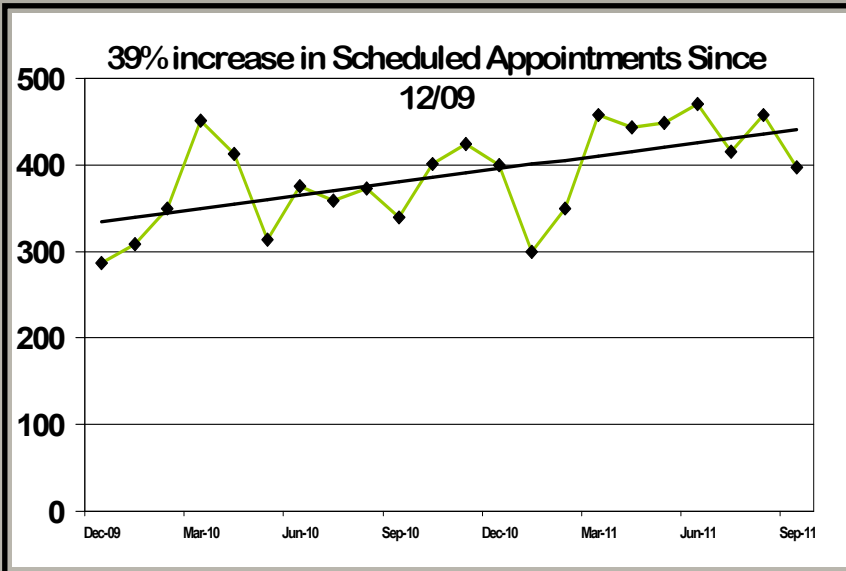
Continuous Quality Improvement



Outpatient Redesign to reduce no shows

- Match appointments for intake and assessment**
- Utilize centralized scheduling**
- Set clear goals and expectations**
- Measure and share performance**
- Technical assistance from NIATx for rapid change and process improvements**

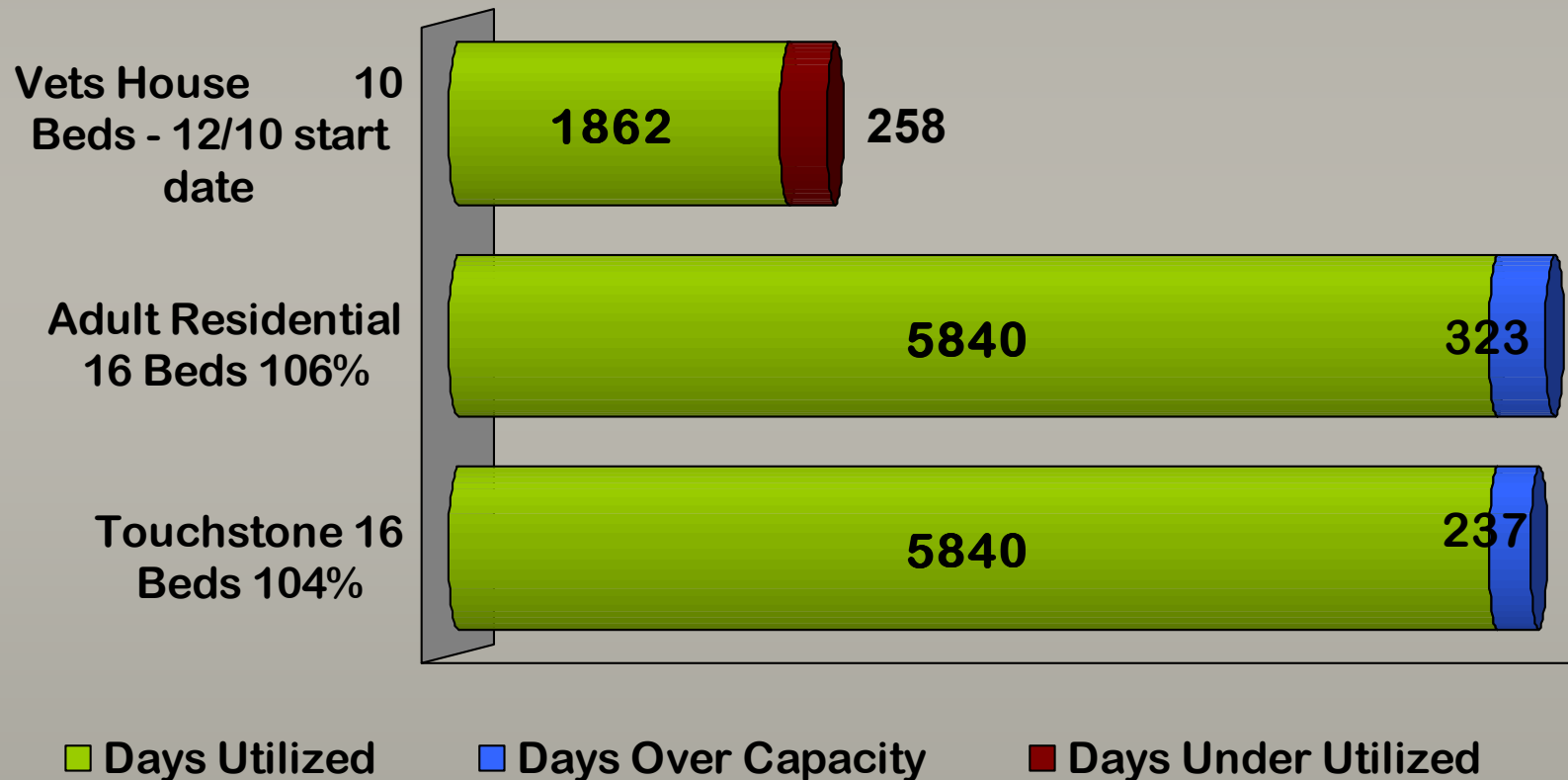
Results...



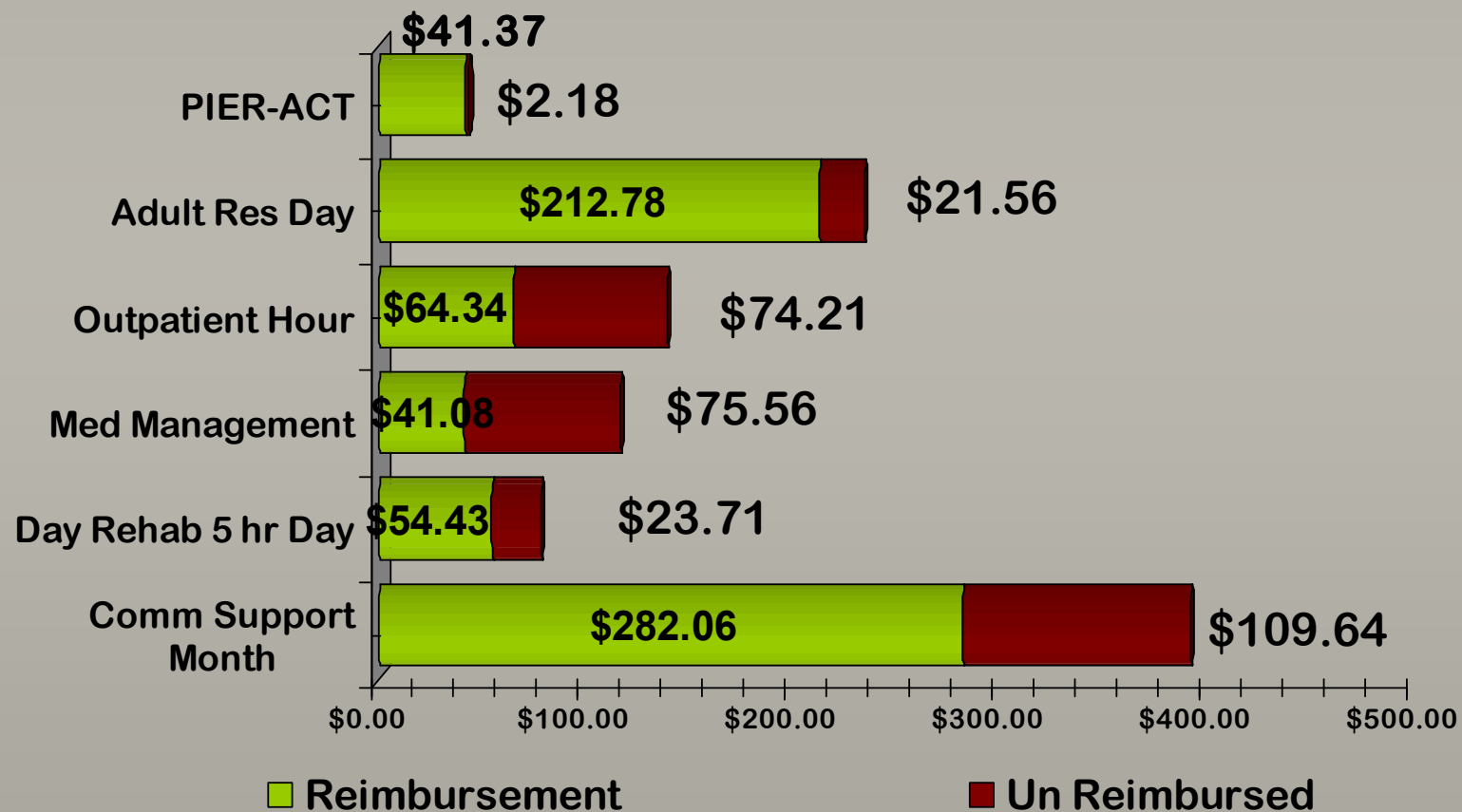
Continuing Goals – Outpatient Redesign

- Manage reminders effectively and backfill cancelled appointments.**
- Identify and manage the persons served who are not consistently attending.**

Residential Utilization



Cost Per Unit vs Reimbursement



In their own words...



- *"Keep doing what you do! I know this is an excellent program, if u are serious."*
- *"I just think its very very very helpful."*
- *"Centerpointe has given me life and health and help I could of never found otherwise. They're truly a God send."*
- *"Centerpointe has really helped me to understand my problems more and what I need to do about them."*
- *"Best thing that ever happened to me!"*
- *"Very Satisfied."*
- *"This program has kept me clean and sane!"*
- *"It is working for me."*
- *"I love CenterPointe. It has saved my life from death."*
- *"I look forward to meeting with [staff] every week. It really helps me get thought my problems in my life. Thank you."*
- *"CenterPointe is really helping me get to know self and achieve my goals".*

**“CenterPointe
has helped me live a
better life.”**

-Outpatient Client

Find Us on Facebook and Follow Us on Twitter!



@CenterPointeNe

www.CenterPointe.org

402.475.8717