



# Organization Outcomes

FY 2016-2017

# About Our Information

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- Date ranges for most graphical representations of data are between July 2016 and June 2017
- Information shown is a snapshot of the total data collected across our programs, and is collected within and pulled from our Electronic Health Record system and SurveyMonkey
- CenterPointe believes in data transparency, and the types of data shown are those that we believe are the best indicators of who we serve and of our performance, regardless of whether the results are positive or negative

- **About Us**
- **Client Overview**
- **Outcomes**
- **CQI - Looking Forward**
- **Contact Us/Questions**

## **Mission:**

**CenterPointe helps the people we serve get better, sooner, for longer.**

## **Vision:**

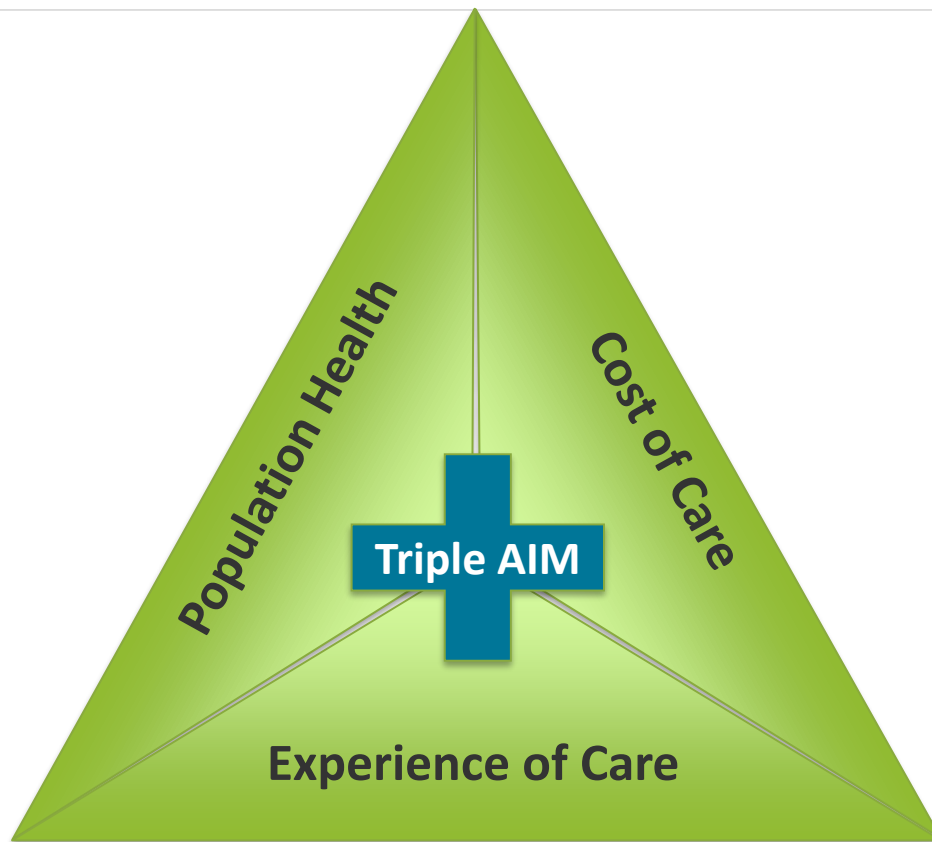
**We envision CenterPointe as the whole-health care organization of choice.**

# CenterPointe Values

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- **Do the right thing**
- **Accept everyone for who they are**
- **Help people help themselves**
- **Foster an environment for growth**
- **Be the best**

# Triple Aim



# 36 Programs

- Short Term Residential (Campus for Hope)
- Co-occurring Residential (Omaha & Lincoln)
- Touchstone Residential
- Adult Outpatient Counseling
- 24-hour Crisis Response
- Day Rehabilitation
- Psychiatric Residential Rehabilitation
- Psychiatric Care
- PIER ACT Team
- Community Support Mental Health
- Community Support Substance Use (Omaha & Lincoln)
- Peer Support (Omaha & Lincoln)
- Recovery Support Mental Health
- Recovery Support Substance Use
- Harvest Program
- Open Studio/Writer's Wordshop
- SSI/SSDI Outreach Access Recovery (SOAR)
- Overland Trail Apartments
- Permanent Housing Project
- Glide (Rapid Rehousing)
- Transitions (Rapid Rehousing: Ages 18-24)
- Transitions Two (Families)
- Outreach Housing Projects
- Shelter Plus Care for Chronically Homeless
- Veterans Permanent Housing Project
- Veterans Transition in Place
- Veterans Transitional Housing
- Supported Living
- Cooperative Agreement to Benefit Homeless Individuals
- PATH Street Outreach
- PATH Case Management
- Creekside Village
- DLA Street Outreach

# 210 Employees

- Administration 9
- Care Managers 29
- Clerical 12
- Clinicians 19
- Executive Leadership 4
- Food Services 7
- Maintenance 5
- Nursing 11
- Peer Support Specialists 7
- Program Directors 12
- Residential Direct Support Staff 91
- Team Leaders 4



## **CenterPointe Residential and Outpatient Treatment**

- Dianna Clyne, MD, Psychiatrist
- Trish Jobman, APRN
- Mary Jane Scherling, APRN
- Rhonda Woodside, APRN
- Helen Trotter, APRN

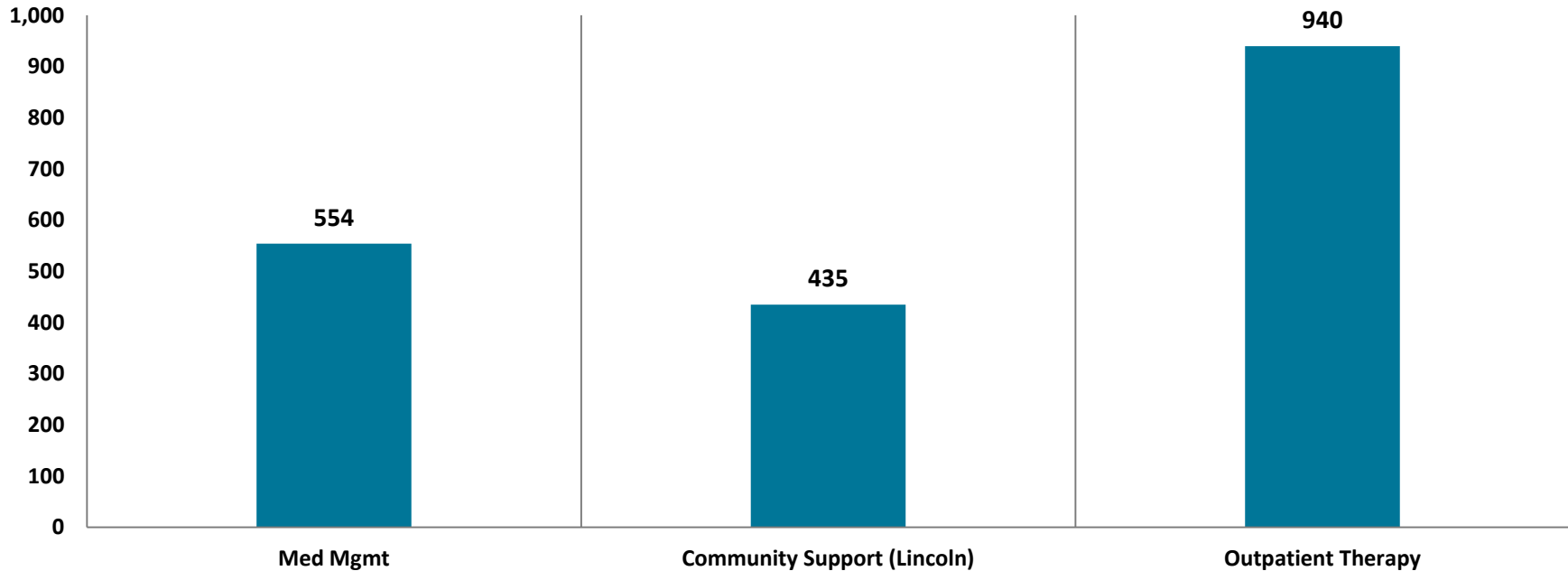
## **PIER Assertive Community Treatment**

- Dianna Clyne, MD, Psychiatrist
- Cheryl McMurry, APRN

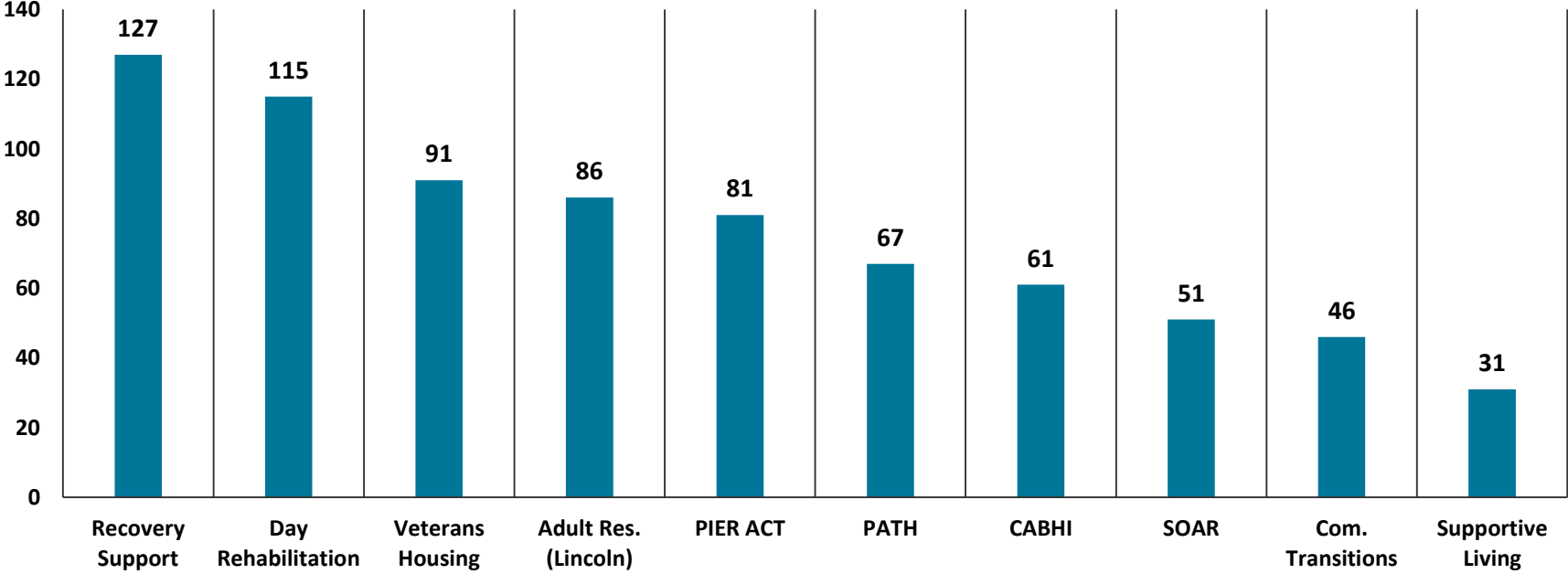
# Client Overview

2,301 Total Clients Seen Last FY

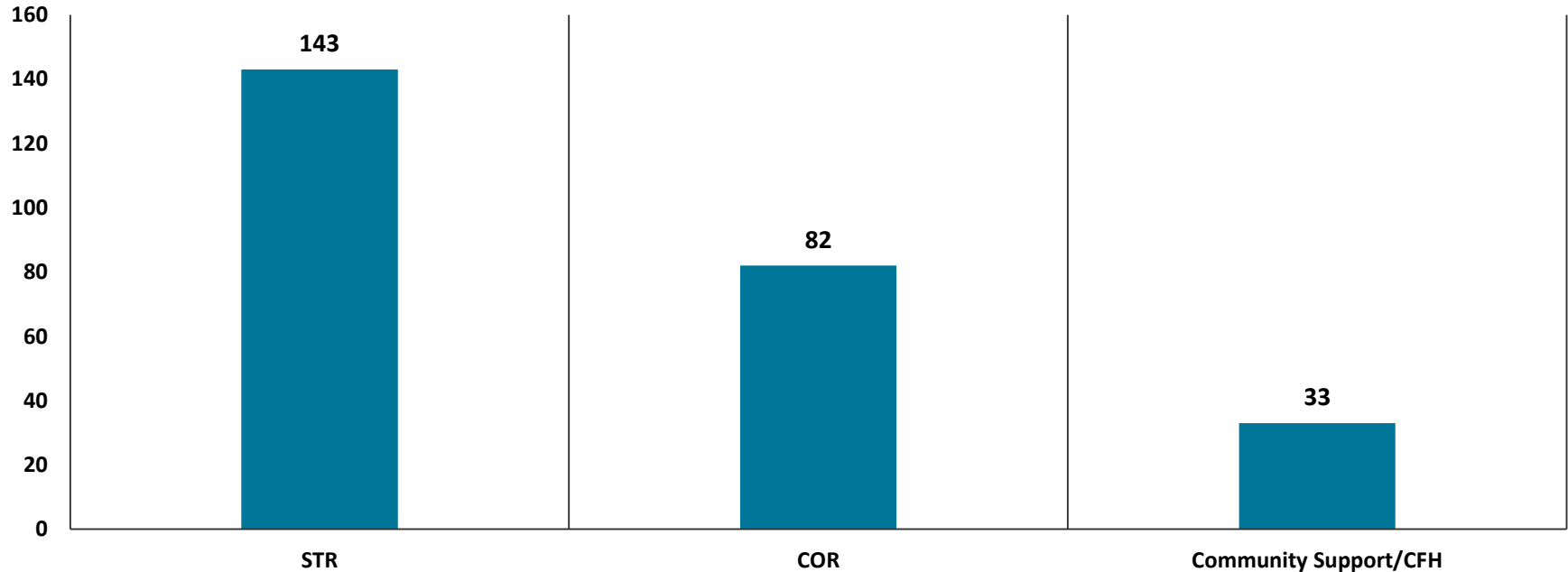
## Number of Clients by Program: FY16-17



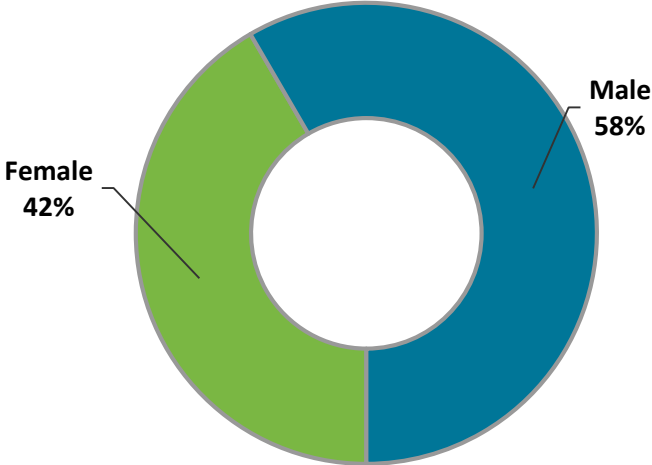
### Number of Clients by Program: FY16-17



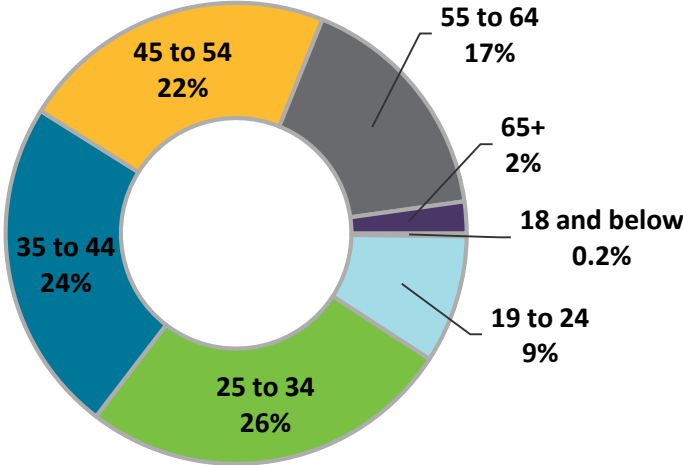
## Number of Clients by Program (Omaha): Feb17-June17



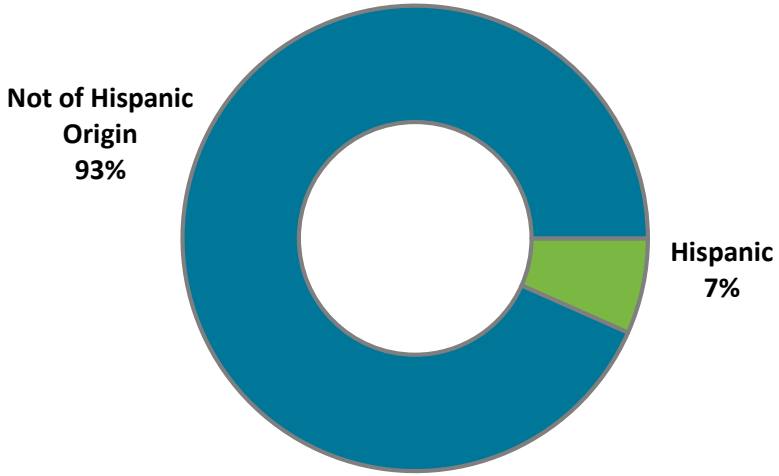
### Client Gender



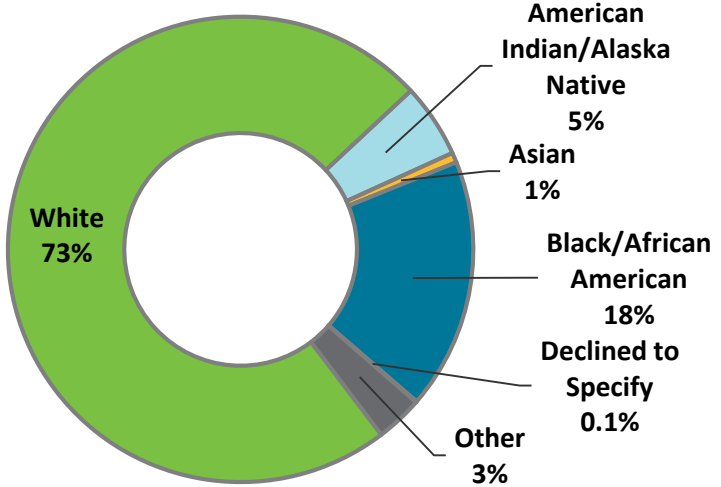
### Client Age



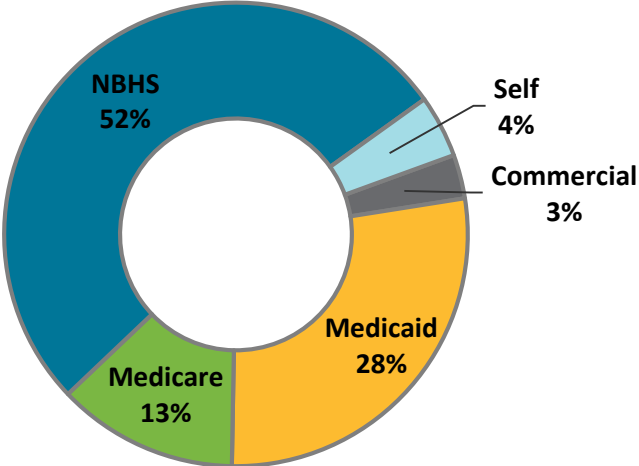
### Client Ethnicity



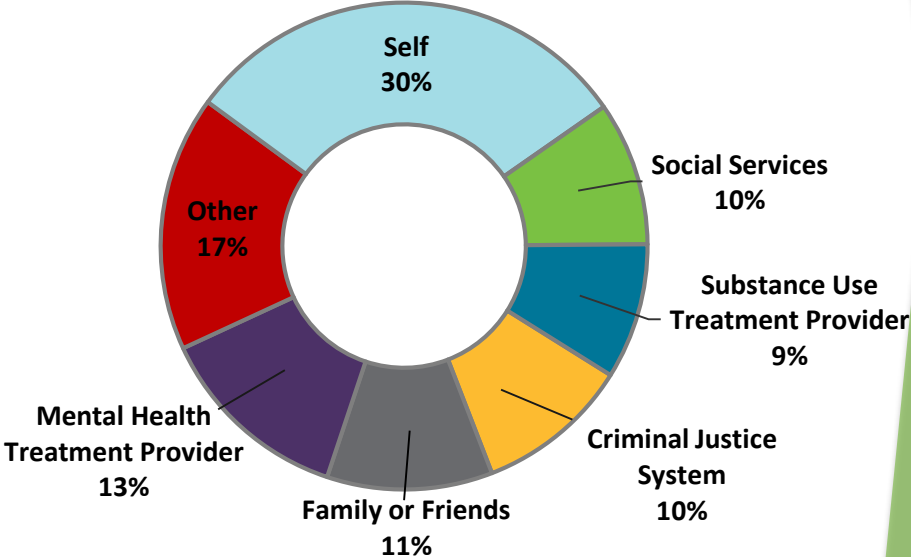
### Client Race



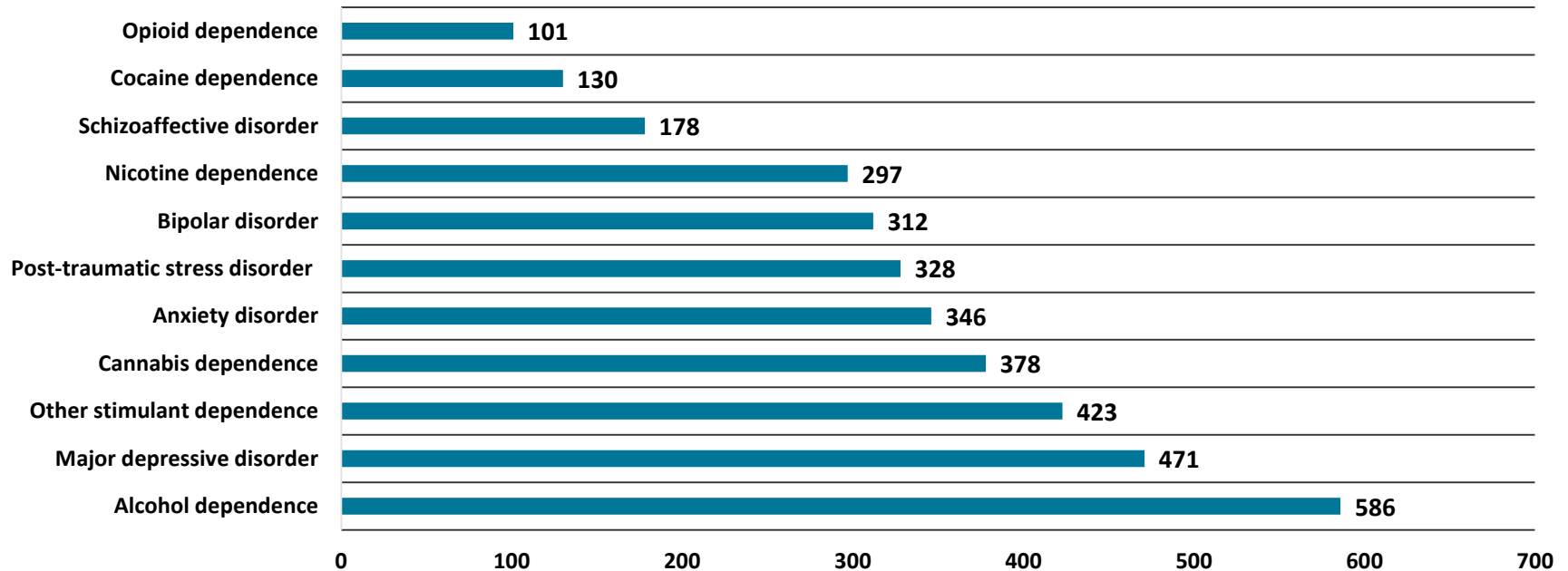
### Client Payer



### Client Referral Source

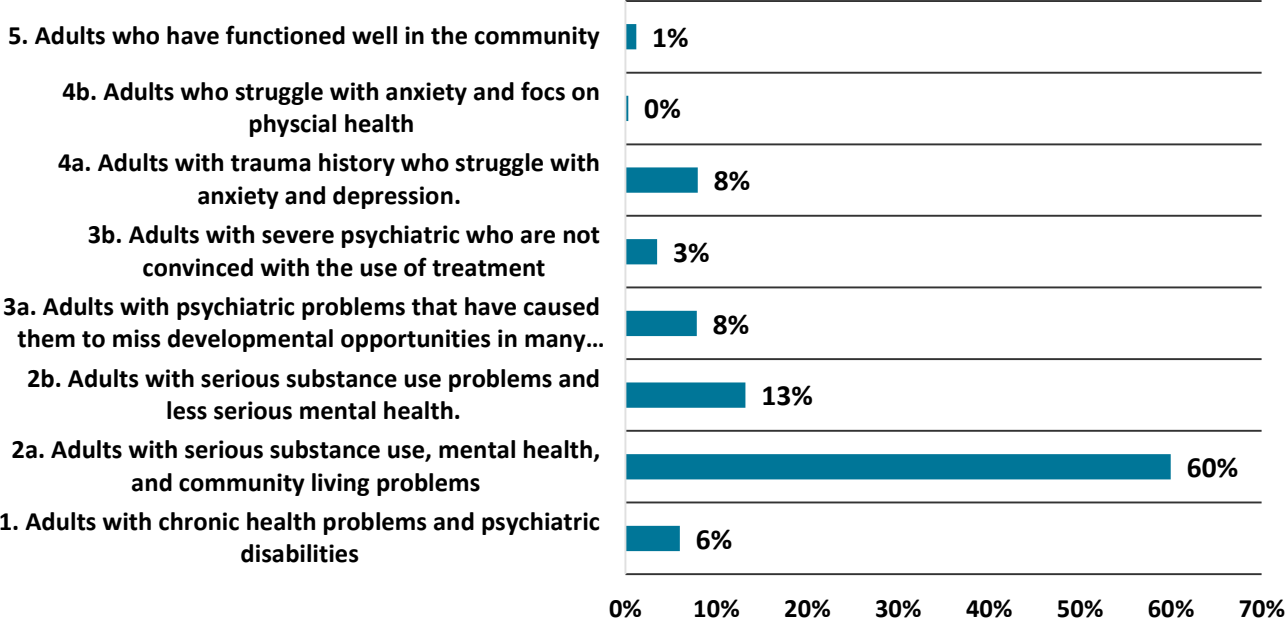


## Top Client Diagnosis Category



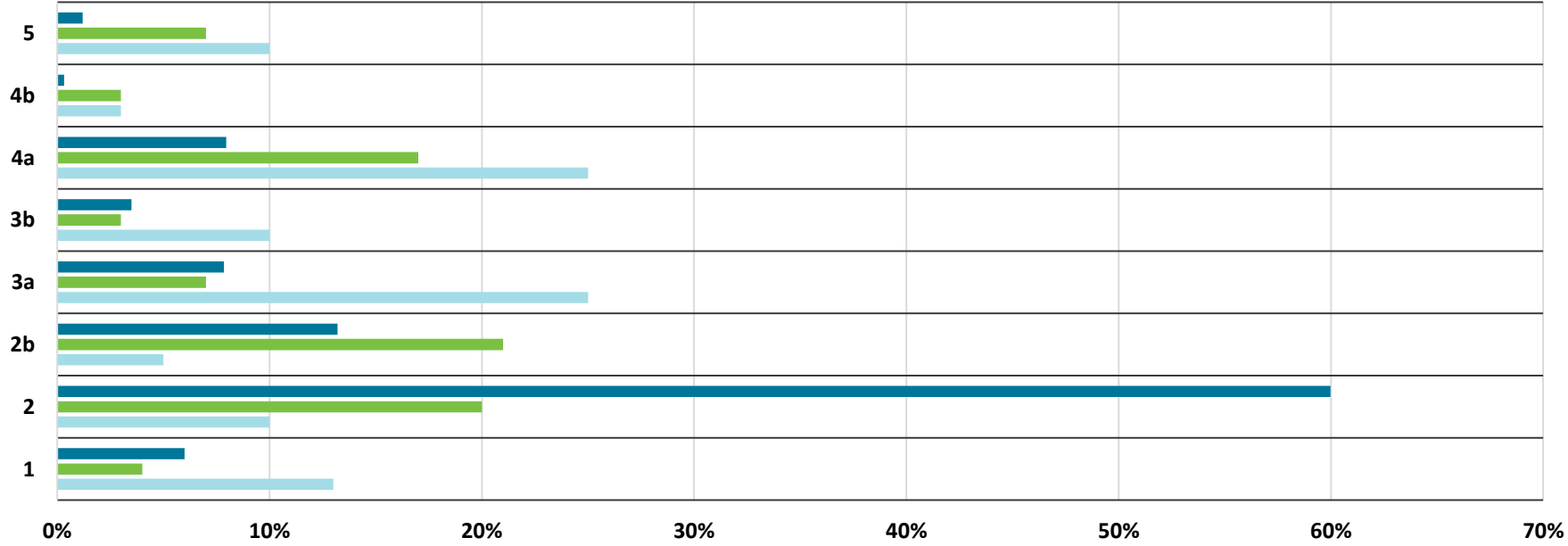


## Client Cluster Breakdown

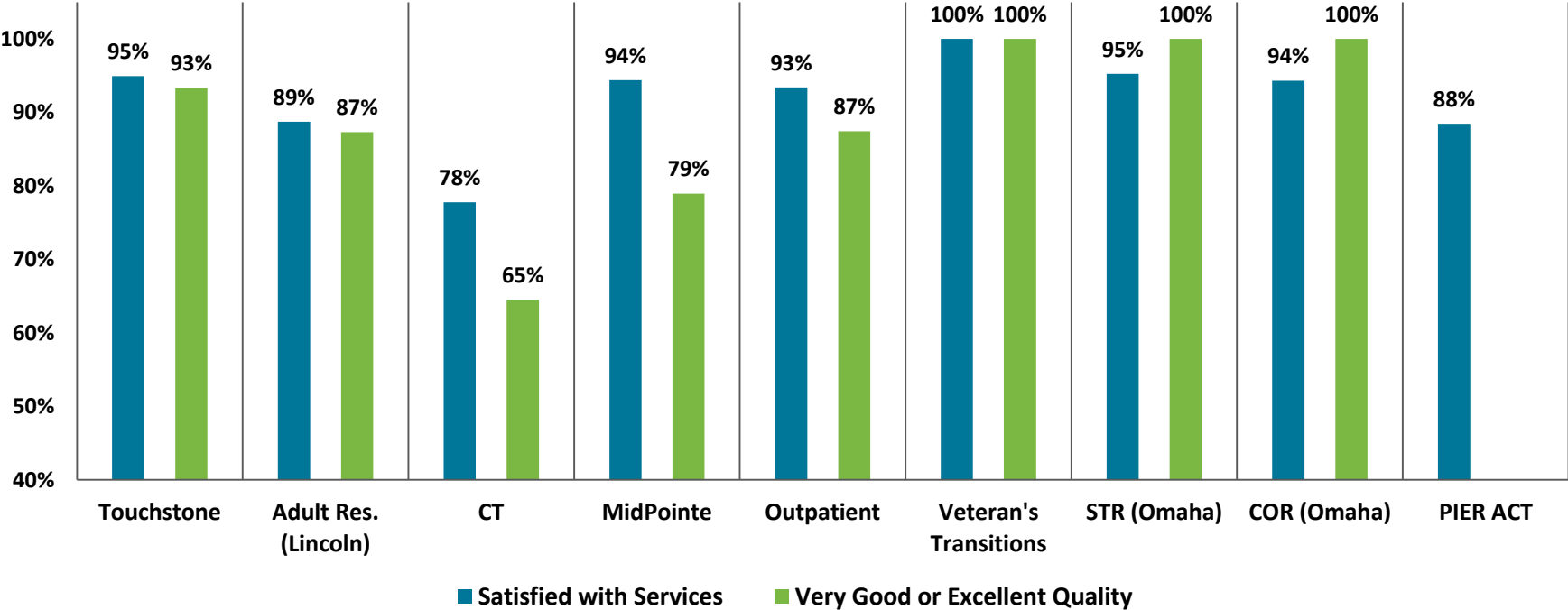


## Clusters Across Lincoln MH/SA Programs

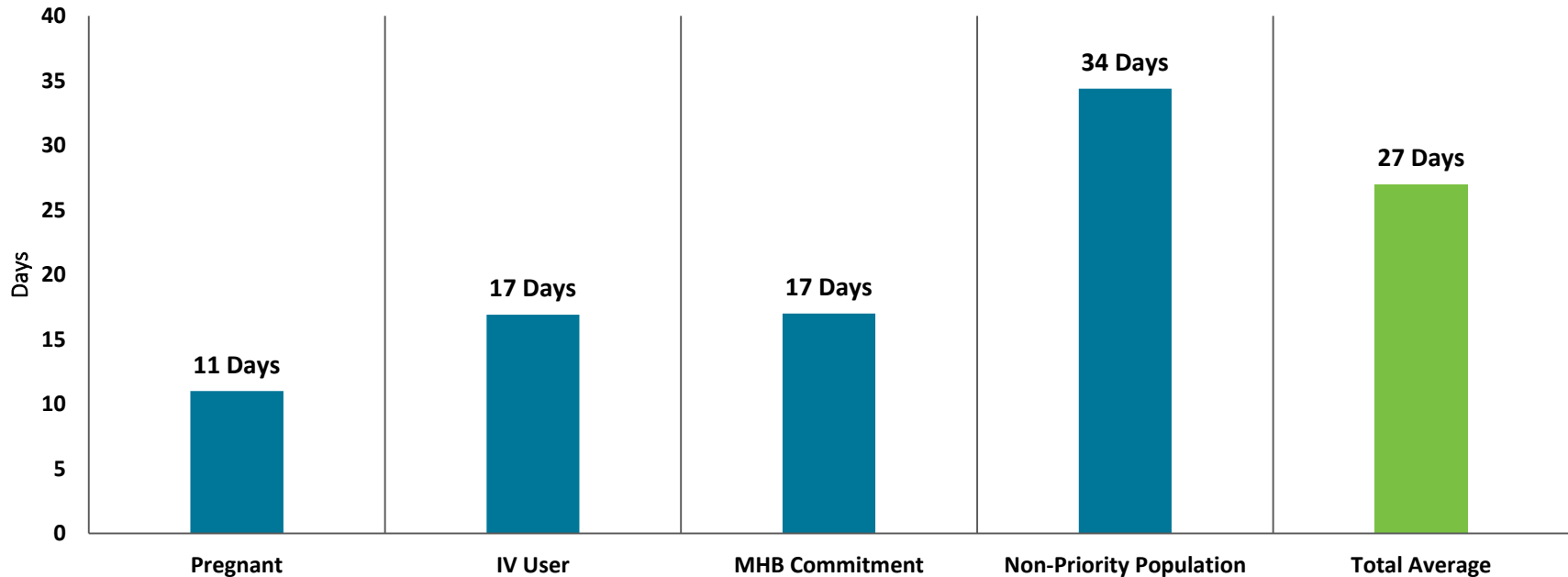
CenterPointe LFS Blue Valley BH



## Perceptions of Care

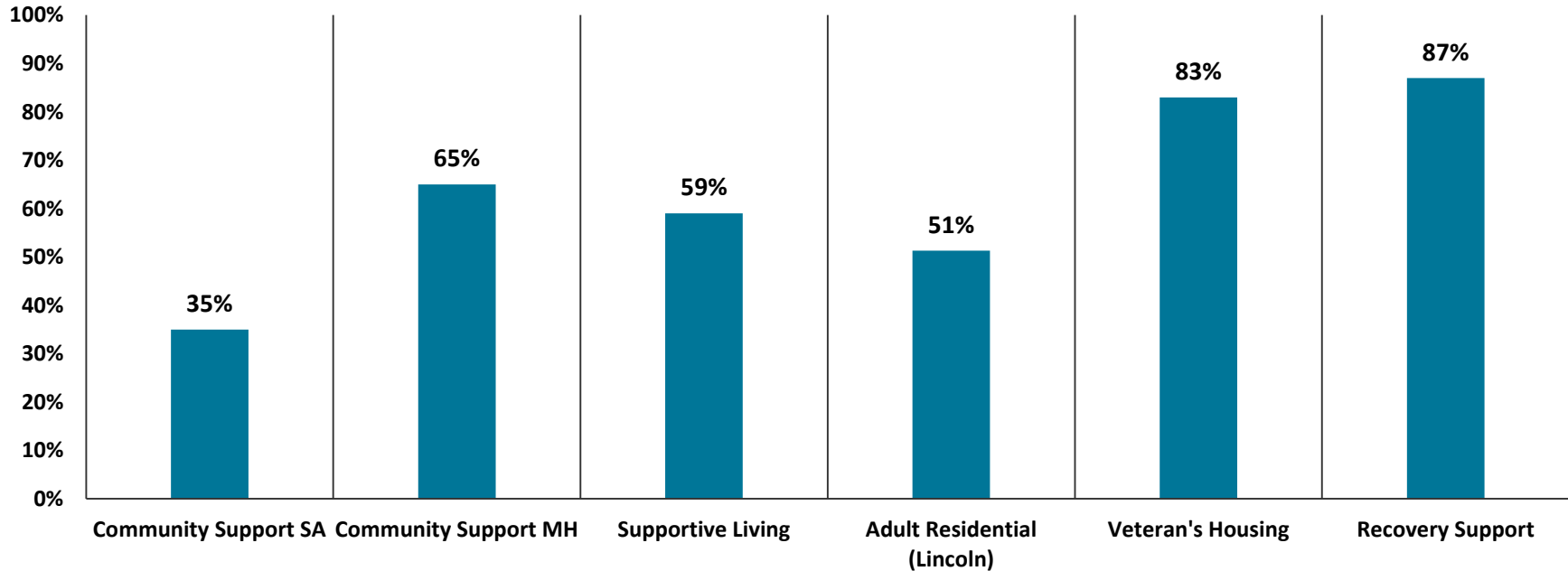


## Adults Residential: Average Wait Times



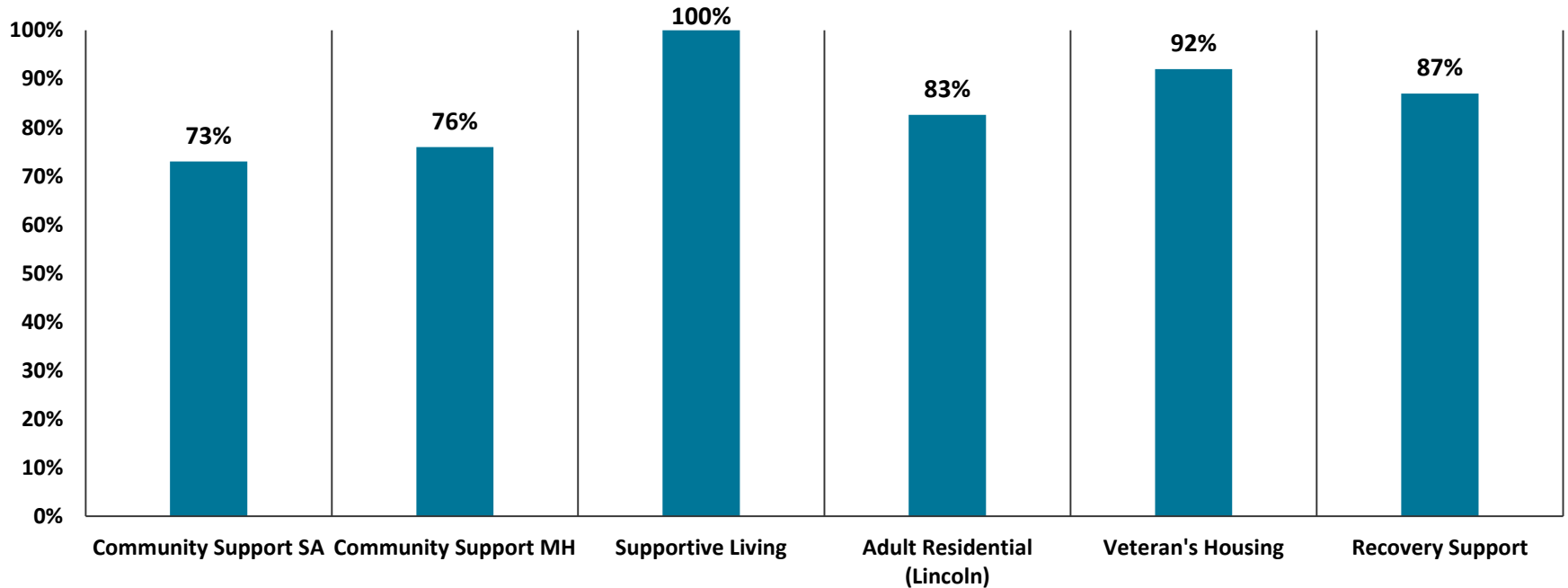
# Substance Use: Post-Discharge

## No Substance Used After Discharge



# Living Arrangement: Post-Discharge

## Not Homeless After Discharge

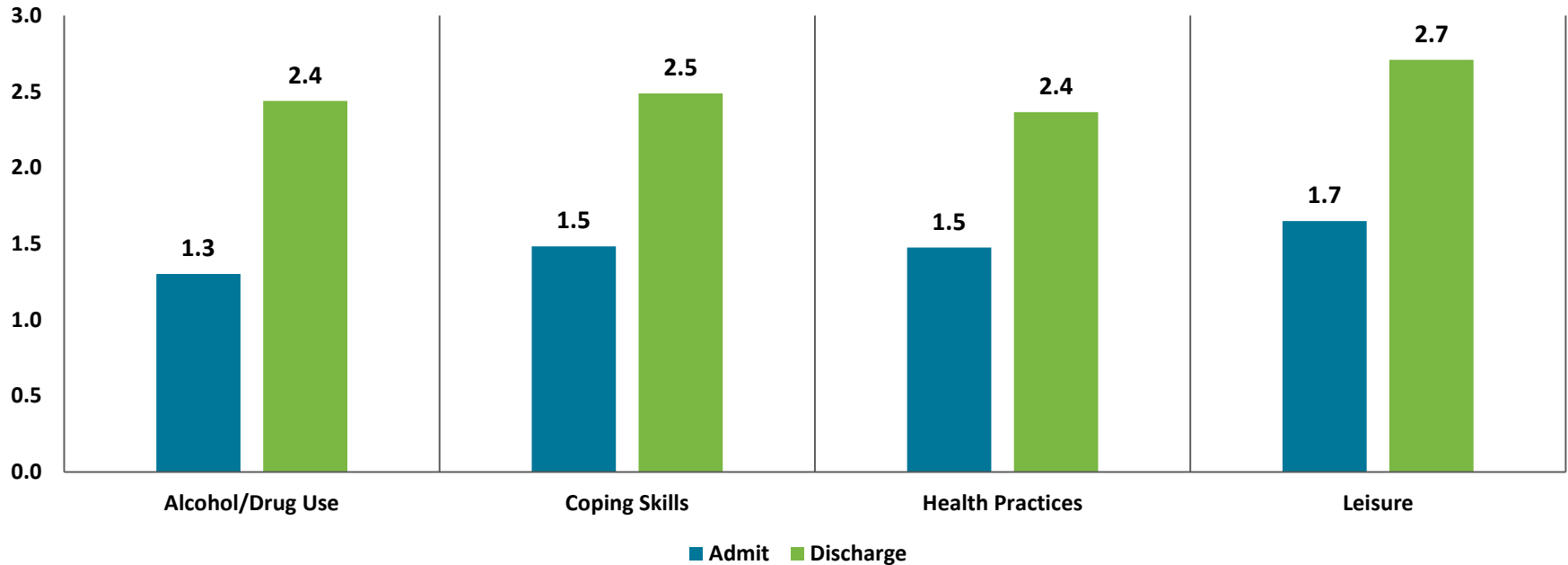


## Daily Living Activities (DLA) Functional Assessment

- Scores individuals on 20 daily living areas of healthy living on a scale of 1 (*extremely severe impairment*) to 7 (*within normal limits, no impairment*).
- Assessed at program admission, during treatment, and at discharge
- Tied to Treatment Plans and Goals
  - Each program has identified three DLA domains to identify program successes

# Co-occurring Residential (Lincoln)

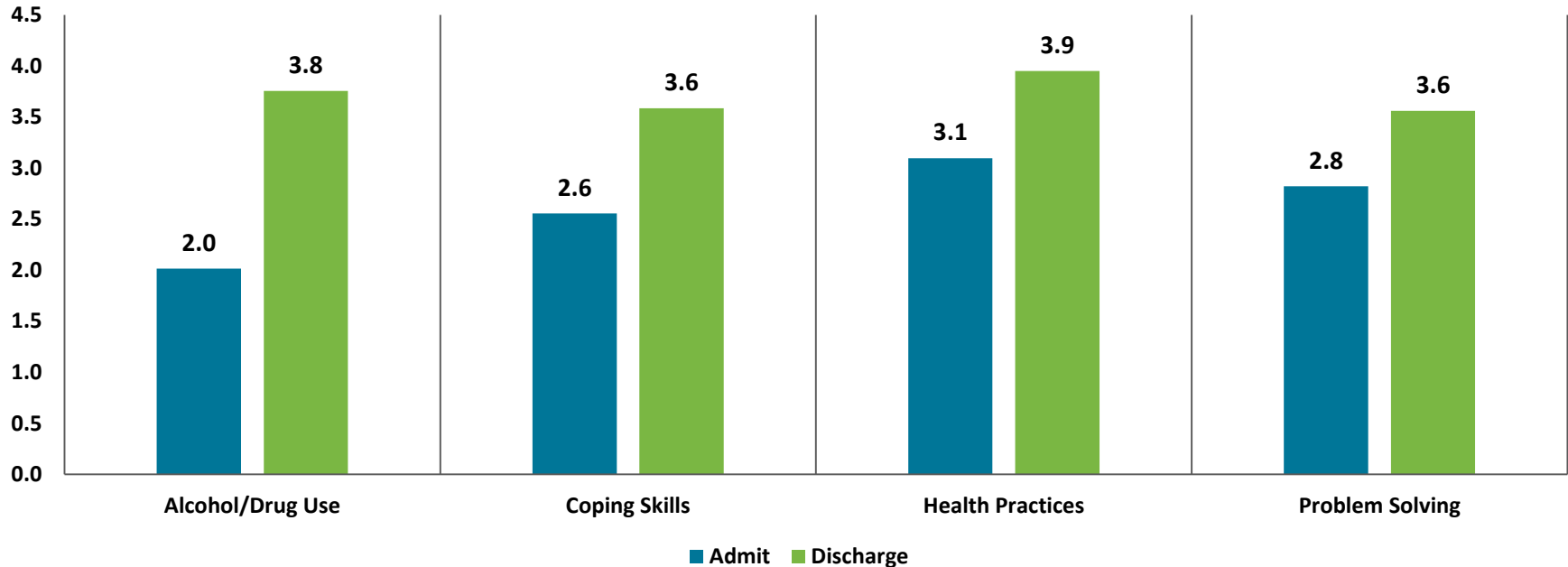
## Average DLA Scores





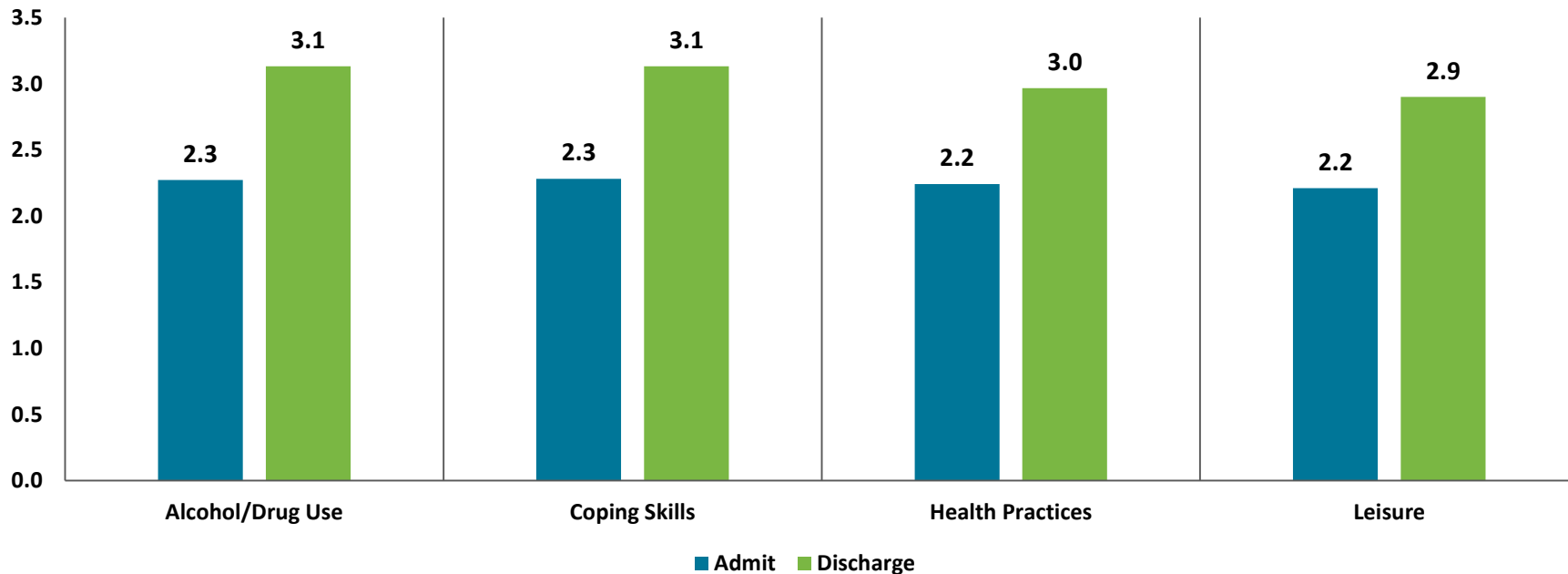
# Short-term Residential (Omaha)

## Average DLA Scores

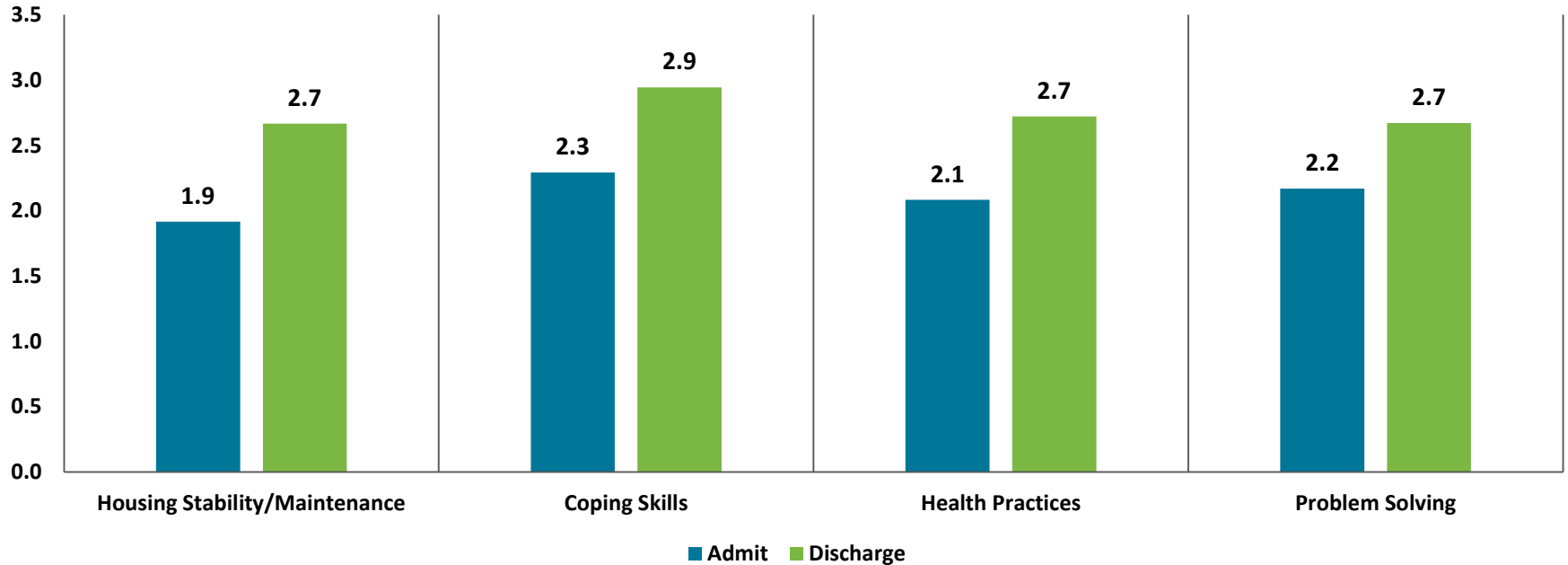


# Co-occurring Residential (Omaha)

## Average DLA Scores

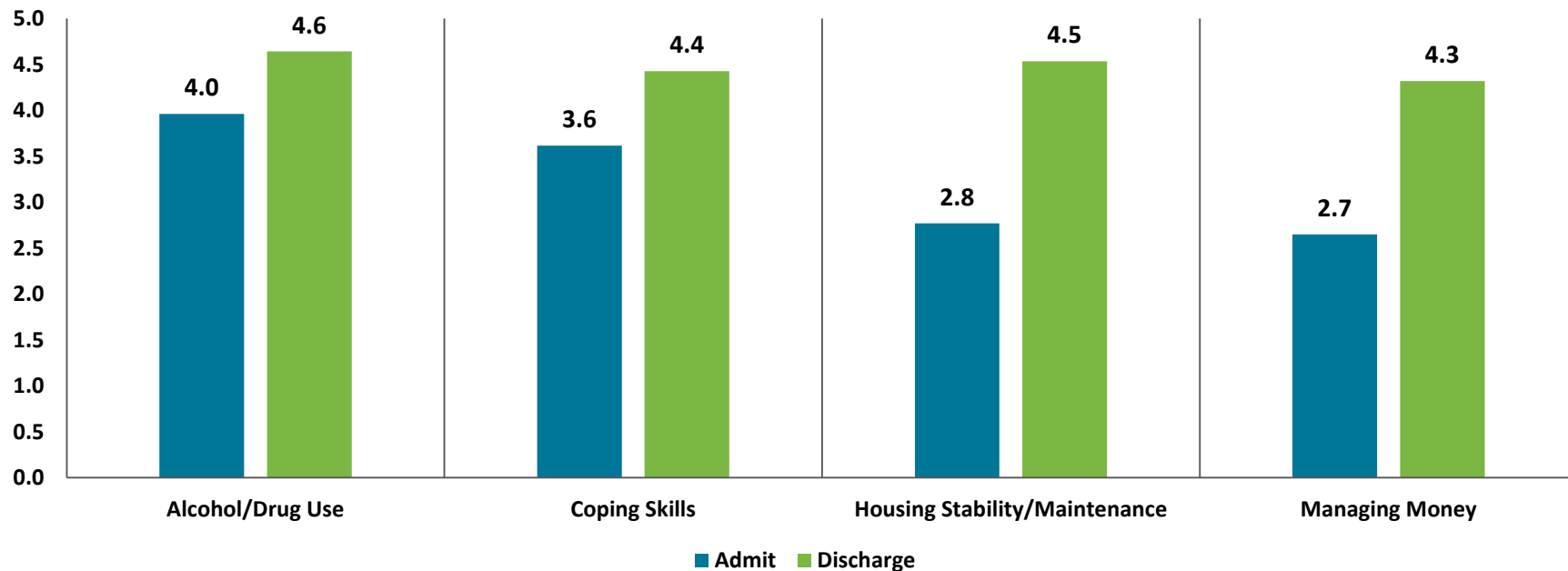


## Average DLA Scores

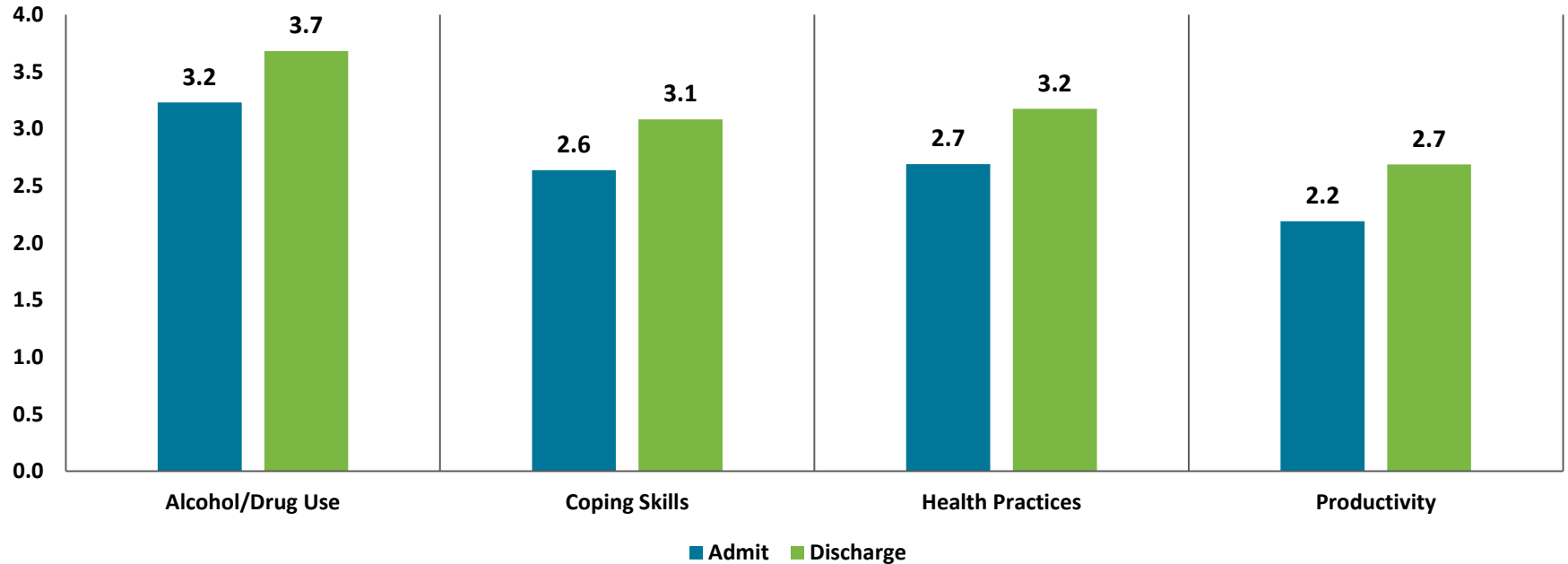


# Veteran's Residential Programs

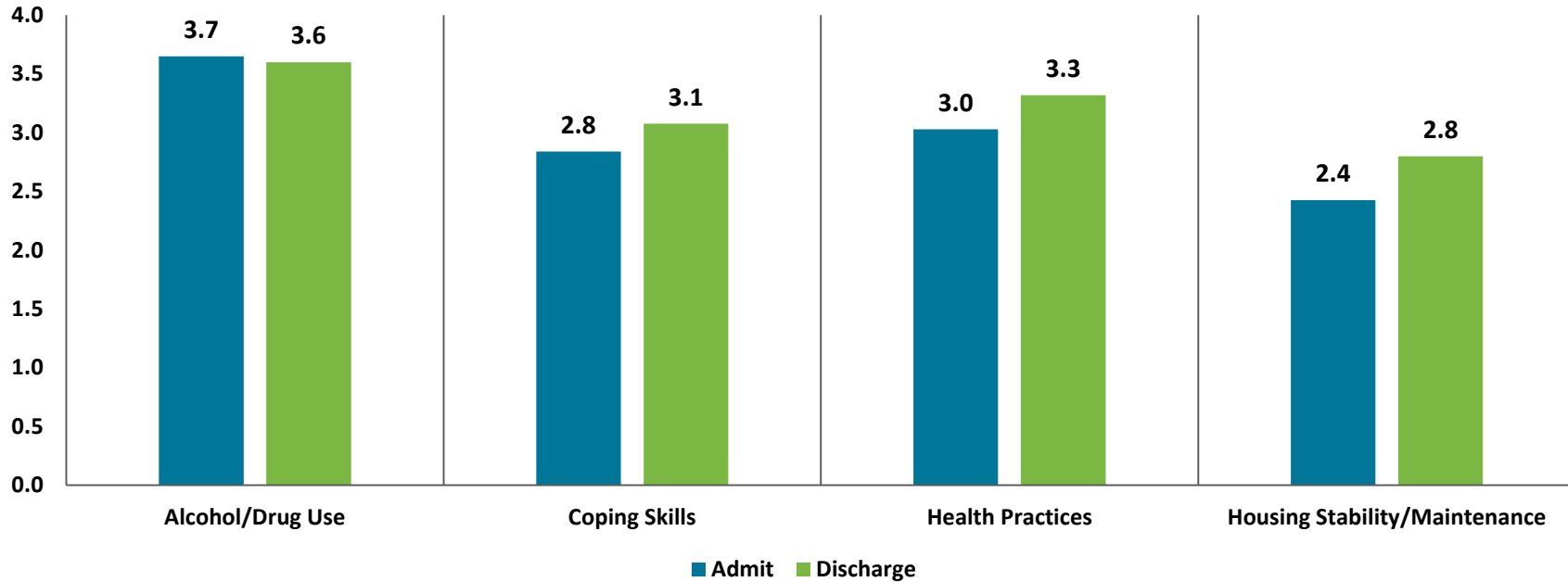
## Average DLA Scores



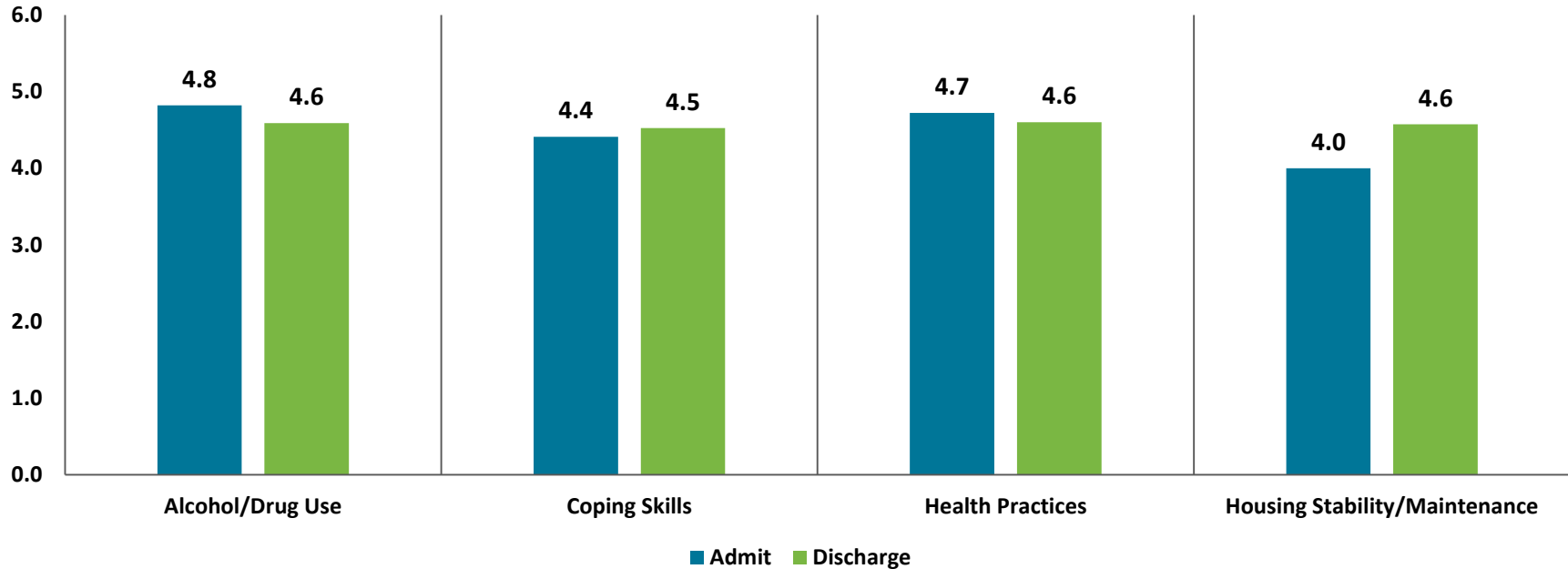
## Average DLA Scores



## Average DLA Scores

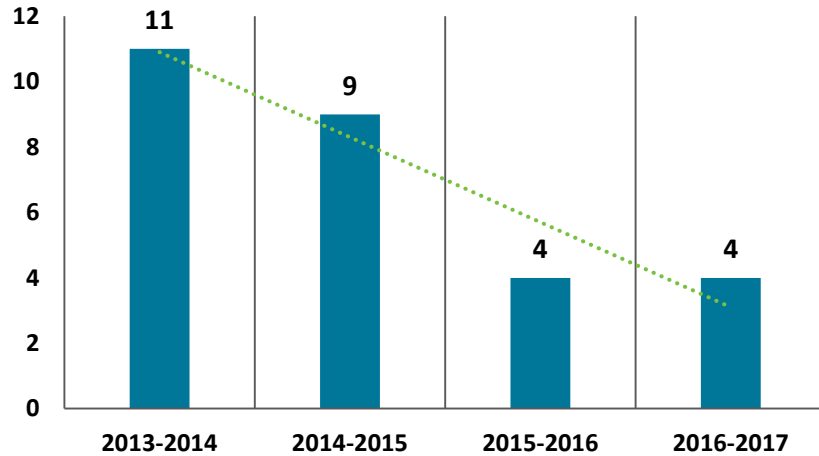


## Average DLA Scores

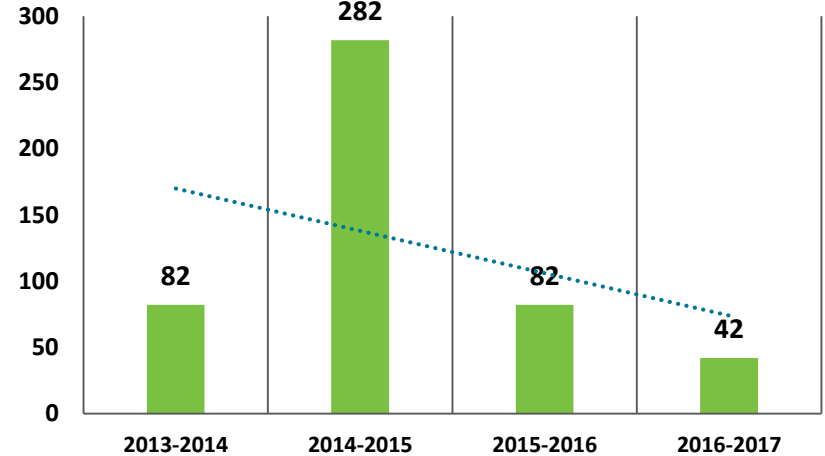


# PIER ACT - Arrests

## Number of Client Arrests



## Number of Days in Jail

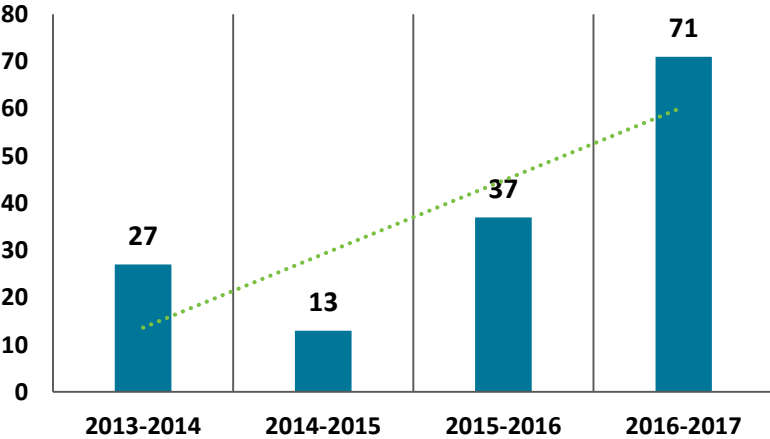




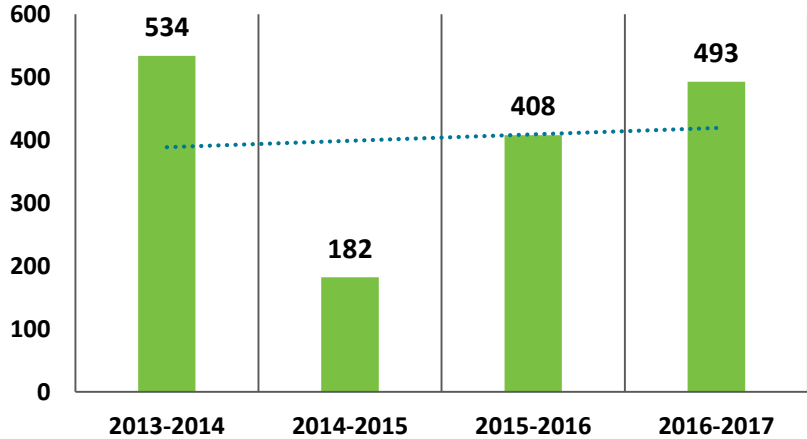
# PIER ACT - Hospitalizations



### Number of MH/SA-Related Hospitalizations



### Number of MH/SA-Related Days in Hospital



## CenterPointe Continues to Strive to be on the Forefront of Behavioral Health and Substance Use Care

- Improving the use of technology to capture areas of opportunity
- CenterPointe-wide Continuous Quality Improvement initiatives
- Revamping measurement tools, assessments, and surveys
- Increasing data transparency and ensuring our providers have relevant data at their fingertips
- Increasing and improving means of communication across programs and levels of care

# Client Comments

- All the staff from top to bottom couldn't be any more caring and respectful. I will always be grateful for Campus [for] Hope.
- I appreciate all the help they are doing for me from the bottom of my heart. It's like a family here.
- I love you guys, you saved my life!!
- I was very blessed to be able to get services at CenterPointe. Thank you for all the help.
- Thanks for saving my life.
- Trish is very helpful if meds aren't working to find out what does. She listens to how you feel instead of just assuming.
- I am very please with everyone thus far. CenterPointe is by far the best treatment program I have ever attended.
- CenterPointe is helping to transform my life and has helped to save me from my destructive living... I am thankful that I was able to have CenterPointe give me a hand up, not a hand out.
- Peer Support is excellent, very helpful.

# Questions? Contact Us!

**Topher Hansen, JD**  
**President & CEO**

**Isaac French, MA**  
**Data Analyst**

**Abbigail Swatsworth, BSW**  
**Chief Development Officer**

**(402) 475-8717**  
**www.CenterPointe.org**



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