

*healthy minds, strong communities*

**Empowering  
People to Become  
Their Own  
Champions**



2018 – 2019 IMPACT REPORT

**CenterPointe**  
*healthy minds, strong communities*

# Helping those we serve get better, sooner, for longer.



**Empowering  
People to Become  
Their Own  
Champions**

*“I just want to live like you”*

**Almost  
40%**

of our champions,  
at admission,  
are homeless

**Over  
80%**

of our champions  
have experienced  
significant trauma

**Over  
80%**

of our champions  
have an annual  
income less  
than \$10,000

**Almost  
90%**

of our champions  
live with two or  
more mental  
health or substance  
abuse diagnoses

At CenterPointe, we are grounded by the solid belief that every person has the ability to recover. That's why we treat the whole person, not just a part of them. You see, mental health and addiction are often linked together and by only treating one or the other, you're not treating the entire person—you're not offering them

the opportunity to move to health and well-being. We take a holistic approach, combined with open arms and open minds, which distinctly sets us apart. We constantly push boundaries to find better ways to help people be well and never give up on the value of life.

## Your Support Creates Champions In Unimaginable Ways



Over **100,000** meals served across all programs



**6,345** hours of individual therapy provided



**90.8%** decrease in substance abuse



**91.9%** reduction in self-harm thoughts or behavior



Over **2,668** champions created across all treatment programs



**96.7%** of champions adhere to medications after discharge

# From the CEO

## Achieving Health and Well Being: Looking to a Positive Future

CenterPointe is looking at the world through a new lens. We have studied our environment, studied new approaches and arrived at a new strategy to helping the people we serve get better, sooner, for longer. We believe that everyone seeks good health and well-being. Some more intentionally than others, but that it is a fundamental goal for all people. We also believe that we each perform better when faced with the possible, rather than a reflection of a negative status quo. Therefore, we are turning our focus of care from illness, diagnosis, and deficits to one of strengths, assets, health and well-being.

The facts are the same for each of the more than 3,000 people coming through our doors and the treatment tools we use are the same, but the lens of focus for each person is being turned toward the positive. We want to know how they can use their strengths and assets to develop a path toward good health and a sense of well-being. Don Clifton and many others have told us how powerful positive psychology is to achieving high performance and successful outcomes. We are

changing the words we use to a positive language and the activities we employ to supporting a positive view of a person's health outcome and their achievement of well-being. Science and observation tell us this is a more productive way to improve on life's challenges.

The focus on health and well-being starts with each staff person employed at CenterPointe and extends to the people we serve, the community we are part of, and the environment in which we live. We want CenterPointe staff to live the benefits of good health and a strong sense of well-being. We want the community in which we operate to benefit from our being a neighbor, a resource, a corporate citizen, and a positive part of why this is our community of choice. We also want to be responsible to the environment and the businesses we interact with, so our relationships add value.

Join us in this pursuit by doing some of what we did. Search for "Science of Well Being" and take the free class on the Coursera learning platform that will tell you how to impact your own life to a greater sense of well-being and the good health that can come with that.



Thank you,  
**Topher Hansen, JD**  
President/CEO

## From the Board Chair

In September we welcomed new members to our CenterPointe Board of Directors. One of our new members, a woman in her early fifties, told her story of how she came to know the CenterPointe organization. When her son was in his late teens, he became addicted to alcohol and drugs. His life spiraled downward to the point where he had lost hope and his family feared for his life. After several unsuccessful attempts to overcome his dependency, he found his way to CenterPointe. Through our caring staff and recovery programs, he was able to put his life back together and begin moving forward. Today he is doing well and living a productive life. She ended her story by saying that without CenterPointe, she didn't feel her son would be alive today. She now wants to be a part of our organization so that she can help ensure others who suffer the experience of substance use and mental illness can have the same opportunity that her son had.

The technical description our work at CenterPointe is "provide treatment for those suffering from substance use and mental illness". What we really do is help people who are in the depths of darkness and despair put their lives back together by finding their hope for living happy and productive lives.



Thank you,  
**Brad Korell,**  
Board Chair

### 2018-2019 BOARD OF DIRECTORS

#### Executive Committee

Brad Korell, Chair  
*Olsson Associates*

Julia Holmquist, Vice Chair  
*Nebraska Legislature*

Justin Valencia, Chair Elect  
*Attorney*

Carol Ernst, Member at Large  
*Retired Exec. Dir of Eastmont Towers*

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#### Members

Kristi Ambroz  
*LICOR*

Bill Bryant  
*Lincoln Public Schools*

John Hyland  
*Hampton Enterprises, Inc.*

Lee Merritt  
*Investment Banker*

Joanna Nordhues  
*University of Nebraska Foundation*

Taylor Price  
*West Gate Bank*

Price Rivers, Jr.  
*Merrill Lynch*

Cecilia (Sissy) Ruley  
*Retired, LPS Administrator*

Mairead Safranek  
*Nelnet*

Andrew Thompson  
*UNL Instructor/U.S. Navy*

Shirley Travis  
*Retired, Vice President, RN*

Charles Wilbrand  
*Knudsen Law Firm*

# Empowering Champions

By Providing a Place to Call Home

367

People  
Housed

*“It’s just a way of life you don’t want to live, but you don’t know how not to.”*

– CenterPointe Champion

67.6%

Obtained  
Permanent  
Housing

“I started doing drugs when I was 12 years old. I felt lost. I felt like I had no purpose. I had to drink to get up, to wake up, and to do anything. Then it all came crashing down. Without CenterPointe, I wouldn’t be here. They helped me in so many ways, and the people are so wonderful. They made me feel like I was worth something. **Since CenterPointe, I’ve been the happiest I’ve ever been in my whole life.**”

219

People Contacted  
Through Street  
Outreach

*I Renewed Life*



## Housing Programs Overview

For recovery to truly take place, basic needs have to be met – and housing is an essential component of this. Our goal at CenterPointe is to first, before treatment, eliminate the fear of not being able to meet basic needs, so people can focus on their health, emotional well-being, and recovery first.


Our housing first model empowers people to move immediately from the streets, a temporary housing with friends or family, or a homeless shelter to their own accommodation – a place they can live independently, feel secure and know the feeling of “being home.”

We have a variety of housing options for people, including scattered site and project-based programs. We also focus on Street Outreach services that bring the compassion of healthy minds and strong communities to those without a home – even though they haven’t walked through our doors. The hope is that with some compassion and conversation, one day they will.

Your gift will help us continue providing homes and basic needs to all the people we serve.

### PROGRAMS INCLUDE:

- Adult Residential
- CABHI Housing
- GLIDE
- Homeless Voucher Program
- Outreach Housing Program
- PATH Street Outreach
- Permanent Housing Project
- Recovery Support Substance
- Shelter Plus Care for Chronically Homeless
- Street Outreach in Downtown Lincoln
- Supported Living
- Transitions for Young Adults
- Transitions II for Families
- Veteran’s Permanent Housing
- Veteran’s Transitional Housing Project
- Veteran’s Transition in Place



*“Housing is the building block for recovery. And the starting point for many of our champions.”*

– CenterPointe Counselor

## Rehabilitation and Engagement

# Strengthening Self-Reliance Through Open-Access Care

**1,079**

People Supported  
Through  
Rehabilitation  
Programs

*“Mental health resources like CenterPointe are a matter of life and death.”*

– CenterPointe Champion

**84.6%**

Better  
Able to  
Self-Care

“I was a single mom trying to keep the pieces together, and I needed help. From the moment I talked to CenterPointe about admitting my son, my worry was, “what happens when it ends?” The truth is, it doesn’t end until it should. There is no limit on your stay, no limit on what they provide— it’s truly a dream. **I don’t know where we would be without CenterPointe.**”

**7,142**

Hours of  
One-to-One  
Support

*I persevered  
through  
self-determination.*





## Open-Access Program Overview

Care and recovery comes in many forms. Often times, people are facing multiple obstacles to making choices with positive outcomes. Which is why it's critical that we are prepared and ready to knock down any barriers in the way.


Our care and recovery programs offer an array of services that improve quality of life and develop long-term recovery and independent living skills that connect people with resources to meet their basic needs.

We made large strides in ensuring not only our services, but our arms, are open to people of Lincoln and Omaha for care and recovery, including eliminating the need for an appointment. When people are ready, CenterPointe is ready.

Your gift will ensure we never need to turn anyone away.

### PROGRAMS INCLUDE:

- Community Support/Care Management
- Community Transition Residential Rehabilitation
- MidPointe Day Rehabilitation
- Recovery Support
- Harvest Program for Elders
- SOAR Technical Assistance for SSI/SSDI Applications
- Artists on the Edge and Writers Workshop Programs



*“ We empower people to be proud again. Proud of themselves and proud of every day they have.”*

– CenterPointe Counselor

## Treatment

# Renewing Stability Through Person-First Care

**90.9%**

Have Not Needed  
to Access a Higher  
Level of Care

*“CenterPointe didn’t make me get well,  
they let me get well.”*

– CenterPointe Champion

**82.6%**

Better Able  
to Deal with  
a Crisis

“When my father passed away, I was lost. Over the years, my addictions and poor life behaviors got progressively worse until I was a full-blown addict. My moment of clarity was when I realized I could no longer take care of my son. If I didn’t turn my life around, my son was going to grow up without a dad. CenterPointe helped me make the change. **If it wouldn’t have been for CenterPointe, I wouldn’t have been able to do it. Now I’m a good dad.**”

**8,404**

Hours of Care  
Provided  
by Peers

*I reached places  
I hadn't been for  
a long time.*



## Person-First Program Overview

We believe in a holistic approach to both mental and substance disorders—plainly put, one cannot heal without both being treated. Trauma comes in many forms ranging from sexual abuse to domestic violence to witnessing poverty, crimes, drug abuse and many other things.

These people are a part of our community and need to feel empowered to own their lives and give back in great ways. This starts with a healthy mind—and leads to a strong community. That’s why we’ve always believed in open minds and open arms—so we can pull out the best in people, help them heal, and build champions in our community.

Your gift will empower us to continue providing an approach that encompasses the entire health and well-being of people, not just one or the other.

### PROGRAMS INCLUDE:

- Long-term Residential
- Short-term Residential
- Outpatient Treatment
- Psychiatric Care
- P.I.E.R. Assertive Community Treatment
- Medication Management



*“At CenterPointe, people just want to be healthy and live well, and we see it come true time and again.”*

– CenterPointe Counselor

## Crisis Management

# Providing Strength Through Supportive Services

**2,691**

Actives Calls  
on the  
Hotline

*“I never wanted to be like that, but I ended up like that.”*

– CenterPointe Champion

**519**

Walk-In Crisis  
Therapy  
Sessions

“I don’t know what the difference is between people who get it right away and people who don’t. But, I didn’t. There was something within in me that felt so terrible and bad that only alcohol could solve it. It’s a way of life you don’t want to live, but you don’t know how not to. I got into CenterPointe and it gave me, emotionally, the ability to know it was OK. I wasn’t crazy. I had a voice and someone to listen. When I am at my worst, they didn’t care. They cared about me—about me doing good. **Without CenterPointe, I wouldn’t be where I am today.**”

**74**

Youth & Families  
Supported During  
Contact w/Lincoln  
Police  
Department

*I Made  
it Happen.*



## Supportive Programs Overview

For every suicide death there are, on average, 25 attempts. Life can seem overwhelming, trauma can cause hardships, emotionally and physically, and sometimes people feel like there is no way out.

We are proud to be an active member of the Lincoln/Lancaster County Suicide Prevention Coalition, working to lower suicide in our community, and help people gain confidence, peace-of-mind, and refuge from feeling there are no other answers.

Our crisis response programs enable and empower youth and adults across Nebraska to know they are not alone, to understand anyone can experience crisis, and to remember, help is not far away.

Your gift will enable us to continue being a support channel of hope and choice when it matters most.

### PROGRAMS INCLUDE:

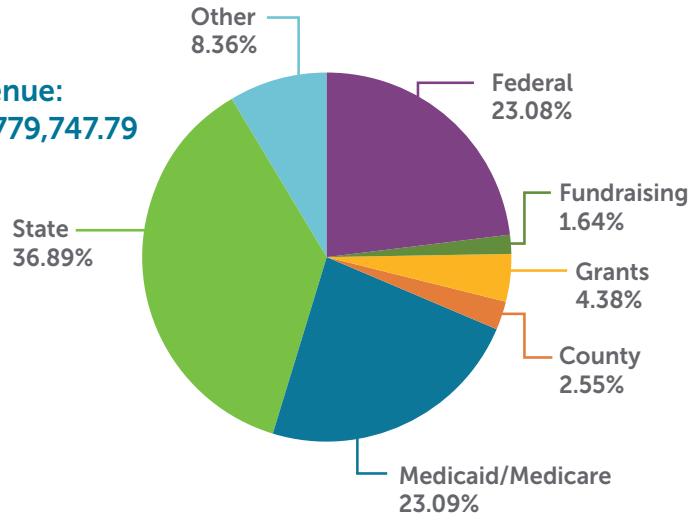
- 24-hour hotline for youth, adults and families
- Free, walk-in Crisis Counseling
- Suicide Prevention Messaging
- Crisistalk.org
- Lincoln Police Department Partnership
- Field Response Crisis



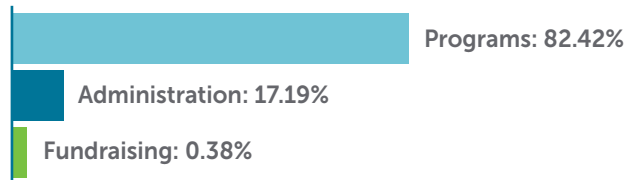
*“There is always an answer beyond suicide, and we work every day to empower people to find it, to empower themselves, and to ask for help.”*

– CenterPointe Counselor

**Revenue:**  
**\$12,779,747.79**



**Expenses: \$12,467,874.60**



## LEADERSHIP TEAM

Topher Hansen, President  
*Chief Executive Officer*  
[thansen@centerpointe.org](mailto:thansen@centerpointe.org)

Tami Lewis-Ahrendt, Vice President  
*Chief Operating Officer*  
[tlewis-ahrendt@centerpointe.org](mailto:tlewis-ahrendt@centerpointe.org)

Michelle Nelson  
*Chief Clinical Officer*  
[mnelson@centerpointe.org](mailto:mnelson@centerpointe.org)

Pat Meyer, Treasurer  
*Chief Financial Officer*  
[pmeyer@hbecpa.com](mailto:pmeyer@hbecpa.com)

Kristi McDonald, Secretary  
*Executive Assistant*  
[kmcdonald@centerpointe.org](mailto:kmcdonald@centerpointe.org)

## COMMUNITY PARTNERS

- The Arch
- The BAY
- Clinic with a Heart
- Credit Advisors
- DomestiPups
- Downtown Lincoln Association
- Harvest for a Lifetime
- Heart Ministries
- House of Hope
- Housing and Urban Development (HUD)
- Lancaster County General Assistance
- Lincoln Homeless Coalition
- Lincoln Housing Authority
- Lincoln/Lancaster County Suicide Prevention Coalition
- Lincoln Parks & Recreation
- Lutheran Family Services
- Matt Talbot Kitchen and Outreach
- NAMI
- Nebraska Association of Behavioral Health Organizations (NABHO)
- Planned Parenthood of the Heartland
- Region II
- Region V
- Region 6
- Safe Harbor
- Santa Monica House
- Social Security
- TG Pruple Project
- Tom Hightower 3/4 Way Houses
- VA Nebraska –Western Iowa Health Care System
- Vocational Rehabilitation

"It's given me a sense of personal fulfillment. Knowing that every day that I go to work, what I'm doing is making a concrete difference in the life of someone else. And not just in anyone's life, but in people who are too often overlooked or pushed to the side. People who often just don't have a voice."



Matt Schur, CenterPointe



"I usually try to check in with those I serve daily, or every other day. Just a simple, "how's it going?" This might not seem like a lot to some people, but when you have nobody else, getting a text from someone who cares about what you're doing, or how it's going, truly does keep you from giving up — it keeps you strong."

Kalli Fandrich, CenterPointe

"No matter how much information you have, or how much the staff knows, it never trumps what the person wants. We make recommendations, but we leave the choice totally up to the individual. That sets us apart because it empowers people to be in charge of their own lives."



Chudney Knave, CenterPointe



*“At CenterPointe,  
I got to rewrite  
my ending.”*

**Administrative Offices**

2633 P St.  
Lincoln, NE 68503  
p: 402.475.8717

**Campus for Hope**

1490 N. 16th St.  
Omaha, NE 68102  
p: 402.827.0570

[www.centerpointe.org](http://www.centerpointe.org)

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