

# **FY2021 Annual Report**



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## **July 2020 – June 2021**

# Organizational Leadership

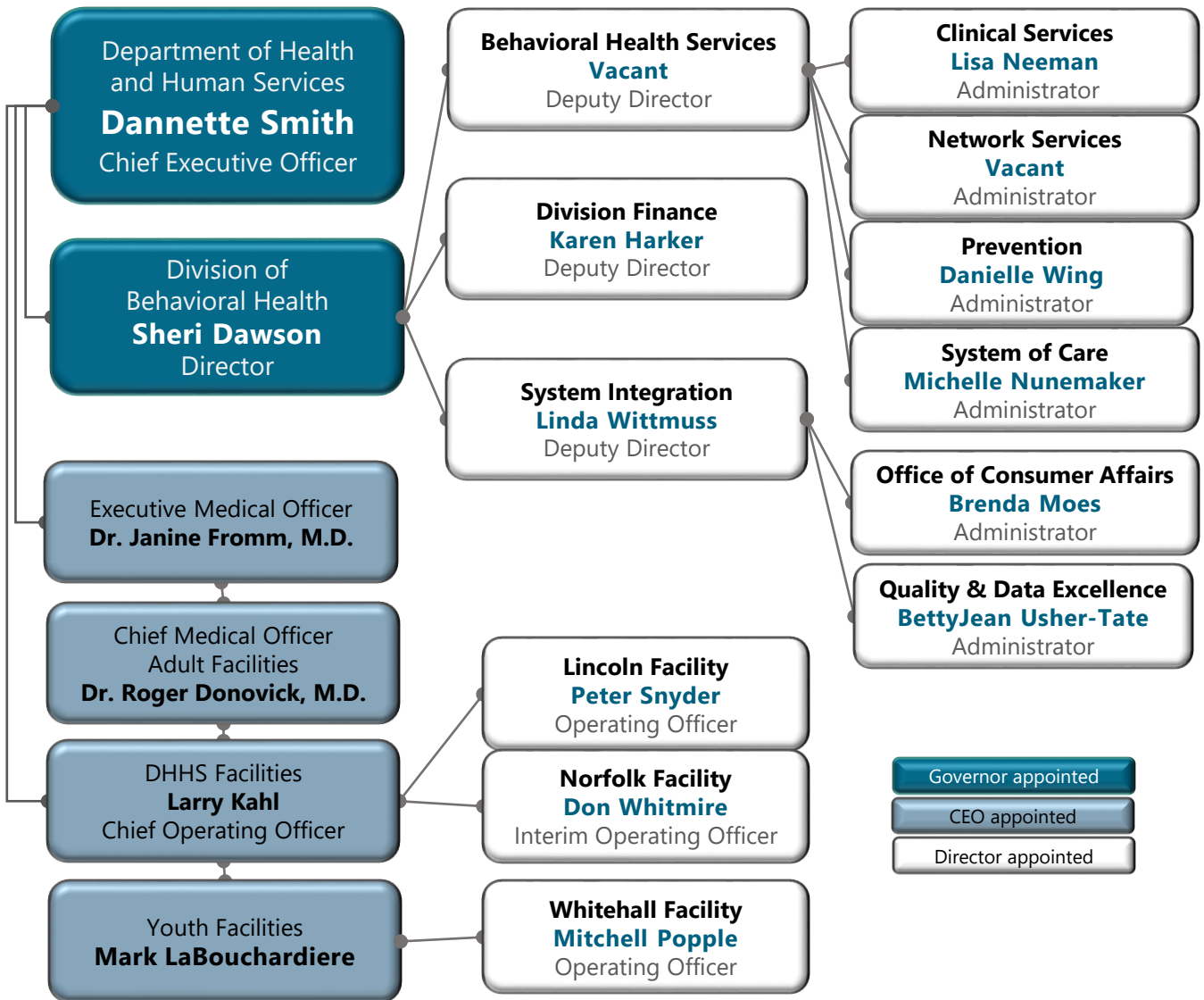


**Dannette Smith**  
CEO

**Sheri Dawson**  
Director

The **Division of Behavioral Health** central office operates out of the Nebraska State Office Building in Lincoln for Community-Based Services and the Office of Consumer Affairs.

The Office of Consumer Affairs focuses on consumer and peer support services, relationships, planning, research, and advocacy for all consumers.



- Governor appointed**
- CEO appointed**
- Director appointed**

# Looking To The Future

## Message from Director Dawson

The Nebraska Behavioral Health System (NBHS) has grown and changed significantly over the last decade. The result is an array of services and supports that promotes community living for those we serve. Our lives as citizens and community members have been enriched by changes made over time. Over the last few years, there are successes focused on recovery, home, health, community and purpose. The accomplishments are the result of strong collaborations with partners dedicated to improving the lives of individuals and families experiencing behavioral health challenges.

As the Division of Behavioral Health closed out FY21, COVID-19 continued to alter the lives of the people we serve and those providing service. The impact of COVID-19 has generated unprecedented challenges that have required resiliency, innovation and openness to change. Nebraskans once again faced uncertainty with resolve. Consumers and providers continued to adapt to alternate service delivery such as telehealth and telephone. Services have remained open and continue to address the needs of those with mental illness and substance use disorders.

The FY21 Annual report accomplishments are the result of strong collaborations with partners who continue to transform the behavioral health system of the future to ensure access for Nebraskans in need. As we move forward with a new Strategic Plan, I sincerely applaud the responsiveness of the people we serve, teammates and partners and their dedication and commitment to developing a plan for FY2022-2024 that addresses the needs of those we serve. The following set of five distinct and transformational areas of focus or “pillars” in the plan set a clear path forward for the continued delivery of behavioral health services with distinction.

### Transformational Pillars within the 2022-2024 plan:

- **ENHANCE BEHAVIORAL HEALTH INFLUENCE**
- **IMPLEMENT AND INTEGRATION STRATEGY**
- **PROMOTE STAKEHOLDER INCLUSION**
- **DREIVE INNOVATION AND IMPROVE OUTCOMES**
- **DEMONSTRATE AND DRIVE VALUE**

NDHHS-DBH, as the chief behavioral health strategist for the state, will serve as a catalyst for responsiveness to the needs of Nebraskans with mental illness and substance use disorders. Keeping the goals and aspirations of those we serve as the highest priority, Nebraska is uniquely situated to transform the behavioral health care experience through quality, innovation and service excellence.

Sincerely,

*Sheri Dawson, RN*

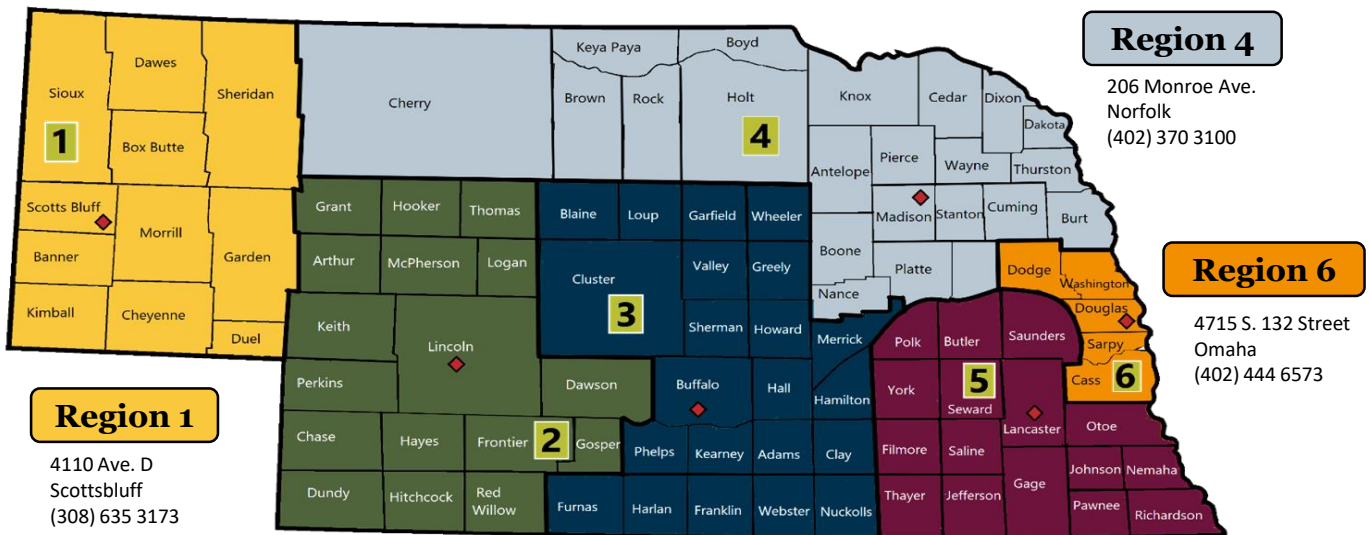
# Division of Behavioral Health (DBH)

The Division of Behavioral Health (DBH) is the chief behavioral health authority for the State of Nebraska\* and it is responsible for the administration and coordination of the public behavioral health system. This includes provision of planning, funding, oversight, and technical assistance to a network of Community-Based services delivered through the following:

- Four federally-recognized tribes (Omaha, Ponca, Santee Sioux, Winnebago)



- Nonprofit agencies and organizations providing community-based services
- Six Regional Behavioral Health Authorities (Regions)



\*Neb. Rev. Stat. §71-806

# Demographics

**29,523**

*(Source: FY21 CDS, 10.1.21)*

Unique individuals received **community-based services** funded by DBH in FY2021

Percentages for Gender, Age, Race, and Ethnicity for individuals served<sup>a</sup> in DBH funded community-based services

*(Source: FY21 CDS, 10.1.21)*

**46.2%**  
Females<sup>b</sup>

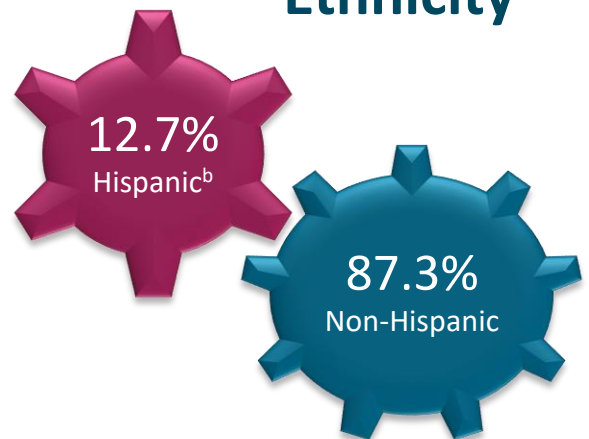
**53.8%**  
Males

**72.6%**  
25-64 years<sup>b</sup>

## Race

American Indian/Alaska	3.1%
Asian	0.7%
Black/African American <sup>b</sup>	10.0%
Native Hawaiian/Other	0.4%
Two or More Races	1.3%
White <sup>b</sup>	84.5%

## Ethnicity



<sup>a</sup> Percentages are based on indicated demographic responses

<sup>b</sup> Percentage increase from 2020

# Expenditures at a Glance

## \$94,588,274

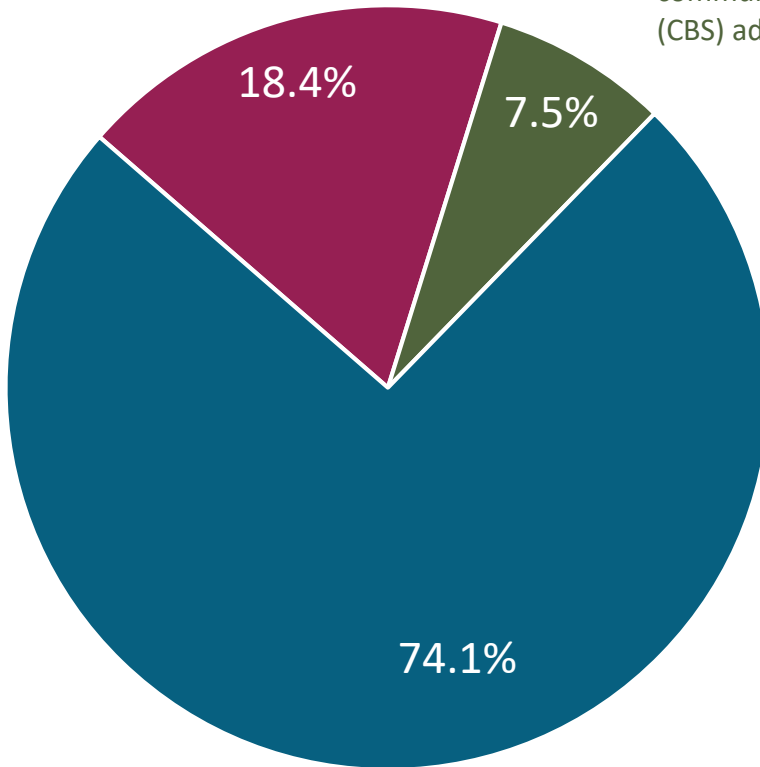
Total Community-Based funding expended through the Division of Behavioral Health, FY2021.

**\$17,413,805**

Funding expended providing other community aid.

**\$7,078,916**

Funding expended to cover community-based services (CBS) administrative costs.



**\$70,095,553**

Funding expended through community aid to Regional Behavioral Health Authorities (Regions).

# Investing in People and Recovery

## Stable Living Arrangements

**72.8%**

*(Source: FY21 CDS, 10.1.21)*

Discharged to stable living arrangements across all services, compared to 83.0% in FY20.

**92.5%**

*(Source: FY21 CDS, 10.1.21)*

Discharged to stable living arrangements from supported housing services, compared to 90.9% in FY20.

## Supported Housing Service

**876**

*(Source: FY21 CDS, 10.1.21)*

Unique persons served.

**\$3,318,803**

Total DBH FY2021 funding utilized for supported housing services (Mental Health & Substance Use Disorder).

**165**

*(Source: FY21 CDS, 10.1.21)*

Average length of stay in days compared to 135 in FY20.

## Supported Employment Service

**832**

*(Source: FY21 CDS, 10.1.21)*

Unique persons served.

**\$1,138,969**

Total DBH FY2021 funding utilized in supported employment services (Mental Health & Substance Use Disorder).

**170**

*(Source: FY21 CDS, 10.1.21)*

Average length of stay in days compared to 192 in FY20.

# Providing Support and Help

## Nebraska Family Helpline

- The Family Helpline makes it easy for families to obtain assistance by providing a single contact point 24 hours a day, seven days a week.
- Trained operators screen calls to assess needs:
  - *immediate safety needs*
  - *identify the potential level of a crisis*
  - *problem solve*
  - *recommend or refer to appropriate resources (e.g. crisis response teams)*
- There have been over 39,700 unique families served and over 58,900 documented, inbound calls since the start of operations in 2010.
- The Nebraska Family Helpline saw its largest ever monthly call volume in November 2020, with 1,035 documented calls.

10,854

**CALLS** into the Helpline in FY2021. Families were provided support and referrals to local resources.

1,020

**NEW FAMILIES** - In FY2021, more than half of the calls were from new/unique families.

347

**FAMILIES** accepted referrals to Family Navigator Services from the Family Helpline in FY2021.

Any Problem. Any Time.

1-888-866-8660



Helping People Live Better Lives.

# Workforce Development

**3,727**

## Jul. 2019 to Dec. 2021

- training sessions were received by participants (cumulative for this time period indicated).

**437**

### Trained in FY20 (7/1/19 – 6/30/20)

- FY20 met and exceeded the goal to train 300 behavioral health providers by 146%

**1,907**

### Trained in FY21 (7/1/20 - 6/30/21)

- Multiple training sessions were cancelled/postponed due to COVID19 pandemic
- 436% more participants trained in FY21 than in FY20

**1,383**

### Trained Post-FY21 (7/1/21 – 12/31/21)


- Additional training sessions were received by providers in the period beyond the fiscal year and close of the Business Plan

## Cumulative Count of Providers Who Received Training Focused on Competency Growth



Data source: DBH Training Attendance

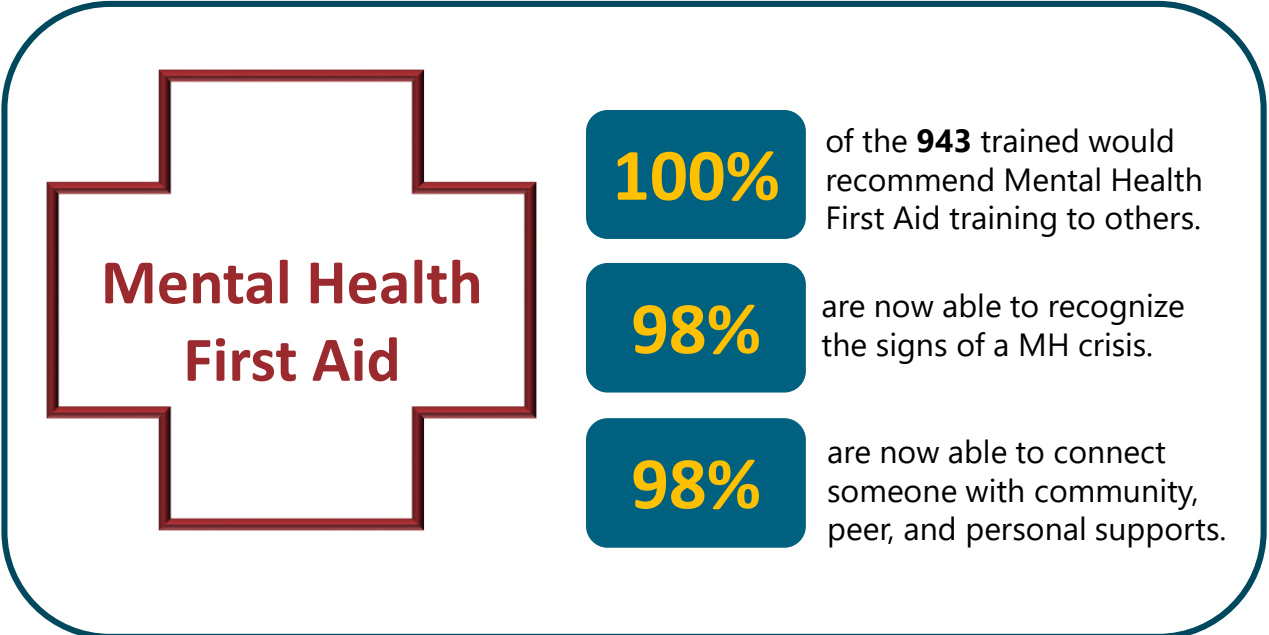
# Prevention



**92.8%**  
**Nebraska tobacco vendors are in compliance for 2021**

USA target <20% violation (min 80% compliance)  
NE target <10% violation (min 90% compliance)

**Synar Tobacco Compliance Checks** The Division of Behavioral Health conducts this project in collaboration with the Nebraska State Patrol and Omaha Police Department. Of the completed checks, **only 7.2% resulted in a retail violation.**



**Mental Health First Aid**

- 100%** of the **943** trained would recommend Mental Health First Aid training to others.
- 98%** are now able to recognize the signs of a MH crisis.
- 98%** are now able to connect someone with community, peer, and personal supports.

# Prevention Grant: PFS

**PFS**

## Partnership for Success

\$1,915,337 FFY 2021  
(9/30/2018 - Present)

## Accomplishments include...

**154,875**

Persons reached indirectly through universal prevention strategies such as social media campaigns, radio and TV PSAs, or other information dissemination strategies.

**3**

### Health Surveys

- *Nebraska Risk and Protective Factors Student Survey*
- *Nebraska Young Adult Alcohol Opinion Survey*
- *Nebraska Community Alcohol Opinion Survey*

**25,698**

Persons served through direct prevention strategies such as community-based programs, school-based education programs, and environmental strategies.

**617**

Of 679 (91%) alcohol vendors passed compliance checks by not selling alcohol to underage individuals during random inspections.

**6,784**

Individuals who experience greater risk factors for substance use received targeted prevention programming.

**78%**

Of the 30 programs and strategies targeting underage and binge drinking were evidence-based programs and strategies.

# Prevention Grant: SOR

**SOR**

## State Opioid Response (SOR)

\$4,030,457 per year  
(9/30/2018-Present)

### Accomplishments include...

**3,340**

Number of prescription lockboxes distributed with educational materials for collection of medications.

**6,062**

Naloxone nasal spray kits distributed. Naloxone can help to reverse the effects of an opioid overdose in an emergency.

**29,245**

Pounds of unused medicine collected in take-backs through end of FY2021.

**32**

Executive fellows have completed the Addiction Medicine Executive Fellowship.

**7,505**

Views of DBH's Pain Management Guidance document videos.

**79,810**  
**radio spots**

Aired with opioid awareness media campaign.

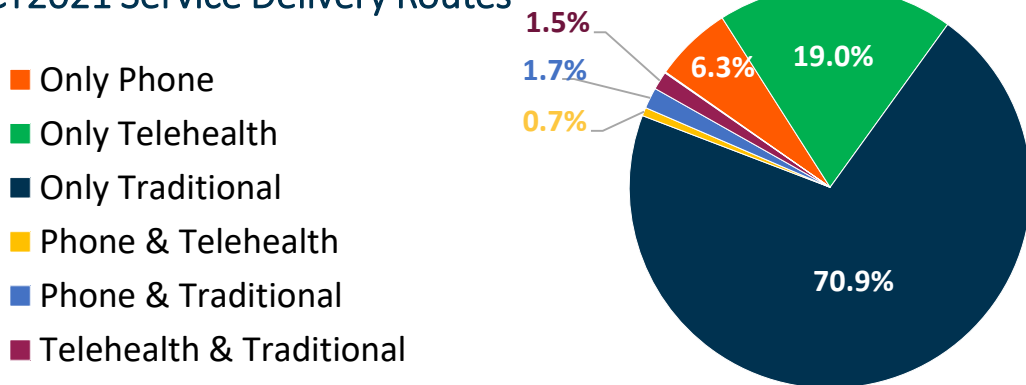
# Response to Pandemic Needs

2  
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2  
1

In response to changing needs, certain services were authorized to also include *Telehealth* and *Telephone* options to serve individuals. The goal was to ensure access options that were viable for those being served during times that required innovative solutions; especially those associated with the pandemic.




Starting in January of 2021, DBH made adjustments in the Centralized Data System to track service delivery. More than 70% of DBH funded Community-Based services in CY2021 were delivered via traditional routes. However, a noteworthy 19% of services were accessed via *Telehealth* only. Considering the 2021 Consumer Survey, persons who received *Telehealth* services had 74% positive feedback about the service they received.

## CY2021 Service Delivery Routes



**Data Source:** Centralized Data System (CDS) warehouse (SQL data extraction);  
**Data as of:** 1.14.2022

## Feedback from individuals via the 2021 DBH Consumer Survey

Survey Question	 positive	 neutral / uncertain	 negative
If you have received Telehealth (with video) services in the last year, how likely are you to recommend this service	74.0%	15.3%	10.7%
If you have received services over the phone (no video) in the last year, how likely are you to recommend this service	74.4%	17.4%	8.3%

# 2021 DBH Consumer Survey

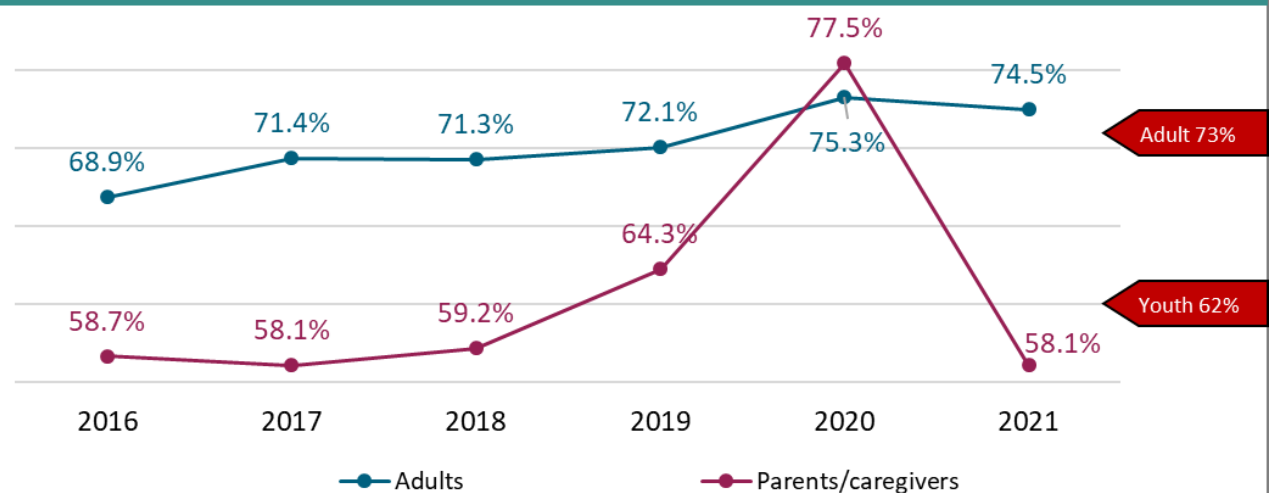
89%

- **Overall Satisfaction:** for adult consumers who completed the survey in 2021.

83%

- **Overall Satisfaction:** for caregivers of youth who completed the survey in 2021.

Percent positive responses for:  
*"being better able to handle things / to cope when things go wrong"*



In 2019, positive ratings for the adult sample (72.1%) were slightly under the target (73.0%); 2021 results show the target has been exceeded (74.5%)  
In the youth sample, positive ratings exceeded the target in 2019 (64.3%) and 2020 (77.5%) but regressed to the 2017 rate in 2021 (58.1%)

# DBH Accomplishments

## Baseline: Consumer Survey (2017)

86.1%

Increase percentage of consumers satisfaction with the services they received.

79.4%

Increase consumer satisfaction with the quality of service they receive.

81.9%

Increase the provider return rate for calls to consumers.

80.5%

Increase the access to services needed.

70.5%

Improve family relationships.

## Achieved: Consumer Survey (2021)

89.4%

of adult clients expressed satisfaction with the services they received.

82.0%

of adult clients agreed that the services they received improved their quality of life.

83.5%

of adult clients reported that staff returned their calls within 24 hours.

83.3%

of adult clients reported they were able to get all the services they needed.

73.0%

of adult clients reported they get along better with family as a result of services received.

# DBH Accomplishments

## Baseline (2017)

22

Increase the number of active Medication Assisted Treatment prescribers.

90.3%

Increase the access rate for Medication Management services within 21 days from inpatient discharge.

74.0%

Increase percentage of consumers who admitted to Supported Employment within 14 days of referral.

57.5%

Increase the number of persons employed at discharge from Supported Employment services.

37.4%

Decrease percentage of persons 19-25 years who report binge drinking in the past month.

## Achieved (2021)

97

confirmed active Medication Assisted Treatment prescribers.

*(Source: FY21 SOR)*

94.3%

of consumers accessed appointments for Medication Management services within 21 days of discharge.

*(Source: FY21 CDS)*

86.4%

of consumers were admitted to Supported Employment within 14 days of referral.

*(Source: FY21 CDS)*

65.3%

of persons were employed at discharge from Supported Employment services.

*(Source: FY21 CDS)*

32.2%

of persons 19-25 years reported that they were binge drinking in the past month.

*(Source: CY20 Youth Adult Alcohol Opinion Survey)*



# DBH Contact Information

## Director

### **Division of Behavioral Health**

Sheri Dawson, BS, RN  
Phone: (402) 471-7856

### **Administrative Assistant II**

Sharon Kahm  
Phone: (402) 471-8553

## Deputy Directors

### **Community-Based Services**

Vacant  
Phone: (402) 471-7732

### **Finance**

Karen Harker, BS  
Phone: (402) 471-7708

### **Systems Integration**

Linda Wittmuss, PA  
Phone: (402) 471-7714

## Administrators/ Manager

### **Clinical Services**

Lisa Neeman, LIMHP  
Phone: (402) 471-7793

### **Data Team**

Betty Jean Usher-Tate, PhD  
Phone: (402) 471-1423

### **Network Service**

Vacant  
Phone: (402) 471-7645

### **Office of Consumer Affairs**

Brenda Moes, BS, PLADC  
Phone: (402) 471-7721

### **Prevention**

Danielle Wing  
Phone: (402) 471-7750

### **System of Care**

Michelle Nunemaker  
Phone: (402) 471-7790

### **Central Office:**

#### **Division of Behavioral Health**

Nebraska Department of  
Health & Human Services  
Lincoln, NE 68509-5026  
Phone: (402) 471-7860  
Fax: (402) 471-7859  
Website: [www.dhhs.ne.gov](http://www.dhhs.ne.gov)

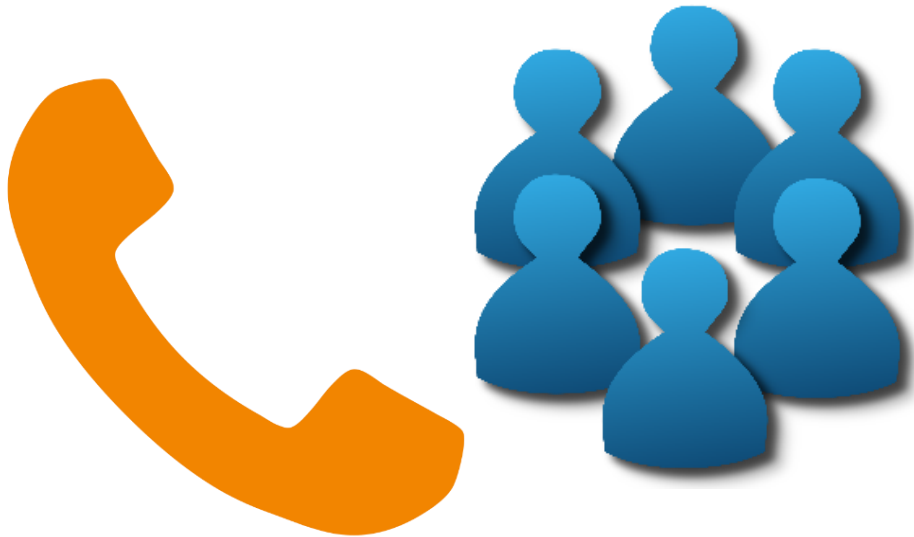
*\*Please visit our page for more information on the  
Division of Behavioral Health and the work we are doing.*



# Additional Resources for Help

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If you are in need of services to help address a mental health or a substance use issue or disorder, know that **you are not alone** and resources are available to you.



## Please visit or call:

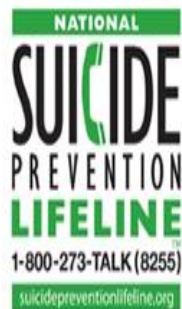
- **Nebraska Family Helpline:** 888.866.8660
- **Rural Response Hotline:** 800.464.0258
- **National Suicide Prevention Lifeline:** 800.273.TALK (8255)
- **SAMHSA Helpline:** 800.662.HELP (4357)
- **Nebraska Network of Care**  
[dhhs.ne.gov/behavioralhealth/Pages/networkofcare](https://dhhs.ne.gov/behavioralhealth/Pages/networkofcare)

# Nebraska's Division of Behavioral Health

## Mental Health First Aid

- *Training program.*
- *Learn how to recognize and offer initial support until appropriate professional help is received or until the crisis resolves.*

For more information,  
please contact a  
Regional Behavioral Health  
Office. (see page 4)



If you or someone you know  
needs help, please call the  
**NATIONAL SUICIDE PREVENTION  
LIFELINE** in  
**English and Spanish.**



# DBH

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**SAMHSA's National Helpline – 1-800-662-HELP (4357)**

SAMHSA's National Helpline is a free, confidential, 24/7, 365-days-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and or substance use disorders.

# **SAMHSA**

**Substance Abuse and Mental Health  
Services Administration**