



2021 IMPACT REPORT

COMMUNITY • PURPOSE • HEALTH • HOME

IndependenceCenter.org

DEAR FRIENDS,

The end of Fiscal Year 2021 (FY 21) continued to shed light on the extraordinary need for the mental health care and socialization services provided by Independence Center. The continued effects of COVID-19 on our society as a whole present themselves in new ways, forcing us to remain nimble, while not losing focus on being accessible and effective for the vulnerable populations we serve.

In the role of Executive Director, I am here to guide the organization in terms of quality of care and growth. I hope you will find in this letter and report examples of how our staff have achieved success in the past year, and you'll see the proof of our importance internally and to the greater St. Louis community.

Health & Safety Amidst Crisis

As the organization continued to make virtual services available, returning to in-person services wherever possible while keeping our members, staff and community safe was of highest priority.

Prompt response for compliance with CDC recommendation and following the guidance of the local medical community was vital to our existence, and we can report that our staff were able to become fully vaccinated, as well 68% of our residential and member population. Vaccines were administered onsite, and have allowed us to be here for those who need us most.

Quality Care & Growth

We have recognized the unique struggles our members have faced in this past year, and placed continued focus on accessible virtual and in-person services, suicide prevention programs and aging-in-place assistance. We apply the highest level of quality assurance measures across all programming to ensure quality healthcare for everyone served. And we continue to explore and introduce additional, important efforts, working to always:

- *Be the Example.* We work to live by high standards for racial equity, diversity and inclusion within our organization.
- *Connect.* We work to foster relationships with other providers of mental health services and shed light on first person experiences of living with a mental illness, as often exemplified in our weekly podcast, "Lets Rethink This" – giving a voice to all affected by mental health concerns, and shedding light on available services.

- *Set the Bar.* Our Integrated Treatment for Co-occurring disorders (ITCD) clinic-based program for those with co-occurring mental health and substance use disorders had their first Fidelity Review from the State of Missouri, and received a successful rating. IC continues to be a role model for other organizations working to start an ITCD program.

Developing Success

Because we operate on a fee-for-services model with charitable giving providing secondary income, Development and Fundraising was critical to our continued purpose and success in this fiscal year. And, our team and funders have truly come through, supporting us during this time.

- Qualifying as a United Way recipient, we join a network of community partners working for the collective good in the St. Louis region.
- Grant funding came through at \$467,000 – our largest year yet.
- Eight new funders resulted in a total of \$127,000 given.
- The \$719,000 raised at our Virtual Dancing with the St. Louis Stars event, doubled our typical achievement and was the collective work of over 25 local executives – all past dancers, all rallying to compete once again to make this year extraordinary given the pandemic crisis.

The Impact of Giving

Independence Center remains committed to providing the most exceptional care to anyone with a severe and persistent mental illness, regardless of their ability to pay. Each day, members rely on Independence Center to help manage their illness, find belonging and purpose, and gain the independence to live a healthy, quality life.

We hope you will consider how we rely on your generous support as we provide members this path to better mental health.

Best,



Patricia Holmes,
Executive Director

CONTRIBUTIONS

Donors over \$5,000 in FY2021

Adam Jacobs	Ed Monser	John and Amy Weinberg	RubinBrown LLP
AlixPartners	Edward Jones	Kevin Bastien	Sara Yang Bosco
Ameren Ue Contributions	Emerson Charitable Trust	Kristin Johnson	Sidney R. Baer, Jr. Foundation
American Direct Marketing Resources LLC	Emerson Climate Emerson Climate Technologies - White-Rodgers	Latham & Watkins LLP	Simmons Charitable Foundation
Arnold Donald	Episcopal Presbyterian Health Trust	Mallinckrodt Pharmaceuticals	St Louis City Senior Fund
Ballmann Family Foundation	Express Scripts Foundation	Mark Bulanda	St. Louis County CARES
Bethesda Health Group, Inc.	Franklin E. Mange	Mark Burkhart	St. Louis Philanthropic Organization
Bob Tomaso	Graybar Foundation	Mark W. Eggert & Julie Tang	Stifel Foundation Inc
Brendan Hayes	Home Builders Charitable Foundation	McKelvey Homes	Technology Partners
Cambridge Air Solutions	Husch Blackwell	McKinsey & Company, Inc.	The John Allan Love Charitable Foundation
Centene Charitable Foundation	Ian Watkins	Mercy Hospital	The Pott Foundation
Centerview Partners, LLC	Interco Charitable Trust	Michael Lukitsch	Tim & Robin C. Wentworth
Charless Foundation	Jackie Hudson	Michael Neidorff	United Way of Greater St. Louis
Craig D. Schnuck	James & Karen Castellano	Paul Weiss	US HSS Stimulus
Danny Ludeman	James G. Berges & Elizabeth Mannen	Paz Family Foundation	Vogel Law Office, LLC
Daugherty Business Solutions	Jeff Drew	Pershing Charitable Trust	Wachtell, Lipton, Rosen & Katz
David N. Farr	Jim Lindemann	PricewaterhouseCoopers LLP	Watlow Electric Manufacturing Company
Department of Mental Health, Division of Behavioral Health		Punit Mehta	
		Rob Browning	
		Rodger Riney	

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Chief Financial Officer
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Karl Wilson

Mental Health Professional
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2021 HIGHLIGHTS

FINANCIAL PROFILE

Revenues	2021	2020
Public Support/Charity	\$1,196,603	\$791,067
Program Fees	\$7,648,057	\$7,450,031
Other	\$2,094,842	\$920,723
Total:	\$10,939,502	\$9,161,821

Expenses	2021	2020
Program Services	\$7,288,932	\$9,014,486
General Administration	\$682,069	\$696,708
Development	\$428,655	\$372,034
Total:	\$8,399,656	\$10,083,228

EXPENSES 2020/2021

Development

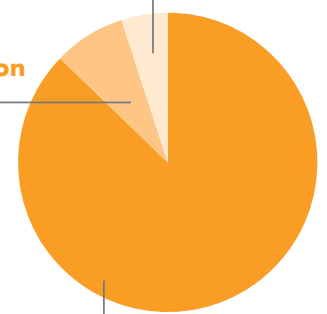
5%

General Administration

8%

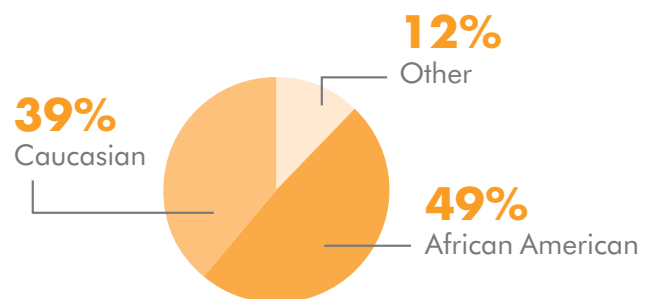
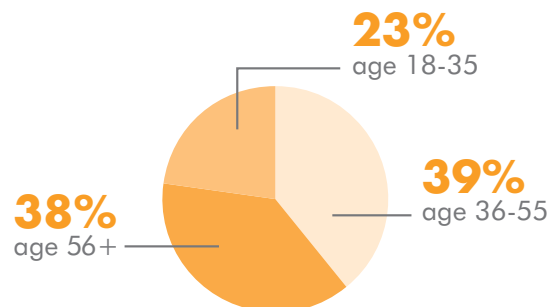
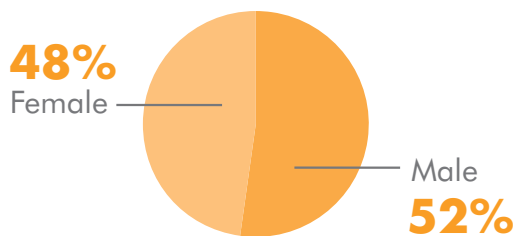
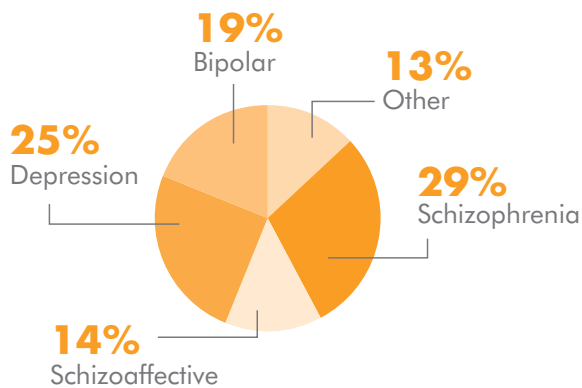
Program Services

87%



WHO WE SERVE

We serve people with serious and persistent mental illness and are Accredited through Commission on Accreditation of Rehabilitation Facilities (CARF) and Clubhouse International



COMMUNITY

Our Goal: Providing social networks and relationships that provide support, friendship, love, and hope.

WELCOME CENTER

236 New Members were Enrolled in our Services



OUR SERVICES

Group	Services Provided
Health Group	7,445
Clubhouse	47,421
Counseling	3,436
Community Support	33,455

Community Support reaches out to members to engage them in their recovery process and connect them with community resources. Community Support Specialists help with everything from accessing public benefits, to connecting with psychiatric and physical health providers, to finding ways to participate in their home communities.

92,905 Total Services Provided in FY 21

PURPOSE

Our Goal: Providing meaningful daily activities and achieving the independence, income, and resources to participate in society.

CLUBHOUSE 2ND LARGEST Clubhouse of 350 worldwide

EMPLOYMENT

Job services include resume development, job interview coaching, and job starts programming. In FY 21, 767 total individual employment services provided to 110 members.



277
110

Members were provided individualized employment supports

Members began new jobs

82,331 hours of voluntary member participation in Clubhouse work



"When a staff member, Joe, approached me with the opportunity for Transitional Employment, one of the things he stressed was that I would be supported...and they continue to help me celebrate my successes and have empowered me even more than I ever could have imagined -- even in the middle of pandemic."

Danielle,
Member of Independence Center

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HEALTH

Our Goal: Providing informed, healthy choices that support physical and emotional well-being.

WELLNESS

Virtual Services Here To Stay

A majority of health services remain available to members via TeleHealth, including weekly "Ask The Doc" sessions providing education and access.

Our members spent almost **3,000** hours of participation in wellness activities in FY 21.

COORDINATION OF CARE IMPROVEMENTS

Started in February 2021, onsite Occupational Therapy services have allowed over 60 members from our senior population to receive services focused on self care and improved aging in place.

39 OT

Evaluations – Initial or Update

42 OT

Self-Care / Home Management

19 OT

Therapeutic Activities

COVID-19 CARE

Education and support via one-on-one with members to address questions, and vaccinations were made available on-site for members and staff.

Through a partnership with St. Louis Pharmacy, over 50% or 232 of the 400 vaccinations administered to members were made accessible and occurred conveniently on site at Independence Center.

400 members were provided vaccinations against COVID-19.



HEALTH GROUP

- Provides psychiatric care, counseling, and medications in partnership with Washington University physicians, in-person and via Telehealth.



- 99%** of clients served by IC fell below the federal poverty level, making less than **\$12,080**, qualifying for Medicaid, and other federal and state safety net programs. IC provides benefit application assistance.
- The average wait time to see a psychiatrist in MO is **10 to 30** days for adults. Our program prides ourselves on ensuring patients are seen more quickly, regardless of insurance status.

SUICIDE PREVENTION & INTERVENTION

Regular review, continual monitoring and proactive safety assessments remained priority amidst increased member risk.

362 Risk Assessments Completed

174 Safety Plans Completed

2020 MILESTONES

- ✓ **765** patients served
- ✓ **8,257** appointments kept for a show rate of **84%**
- ✓ Introduced online groups for Seeking Safety & Substance Use
- ✓ Our Integrated Treatment for Co-occurring Disorders clinic-based program received a glowing **1st** review from the State of MO, setting the standard for other agencies initiating the same programming.

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HOME

Our Goal: Providing an affordable, stable and safe place to live.

Remains at
100%
Occupancy

89 members benefited
from SCL, with
\$205,569
in assistance distribution.

45
individuals lived in
our independent
apartments

39
individuals lived
in our residential
care facilities

+ Moving services
available to members.

Supported Community Living (SCL) funding (through the state department of mental health – managed by Independence Center) provided housing assistance with deposits, utilities, startup costs and monthly allowance for individuals with no income. In FY 21, Independence Center developed a collaborative relationship with Peter & Paul Community Services, allowing referrals to their supportive housing programs in Garfield Place and Labre Center allowing apartment living with on-site services, interventions and supports.

Brian on Lohmeyer Living



I was homeless after struggling with an addiction and mental illness for years. I was bouncing around and couch surfing in unsafe places that were challenging for me to maintain my sobriety. Last year, I moved into Lohmeyer apartments. I live in my own apartment but don't feel so secluded because I have social encounters with other members living in the building. I have my own little place with everything I need. Everything is right there. The community is great. We all have something in common, the Independence Center.

OUR MISSION

Our mission is to provide all the services and resources a person with a serious and persistent mental illness needs, to manage their symptoms, find belonging and purpose, and gain the independence to live a healthy, quality life.



4245 Forest Park Avenue
St. Louis, MO 63108
314.533.4245

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