



# 2022 IMPACT REPORT

COMMUNITY • PURPOSE • HEALTH • HOME

[IndependenceCenter.org](https://IndependenceCenter.org)

# DEAR FRIENDS,

As we look back on Fiscal Year 2022 (FY22), we consider how intimately we are affected by global events. Many of our population slowly returned to activities, yet we find ourselves still reaching out and encouraging others to reduce isolation and join us at the Independence Center. Financially, the federal funds we received allowed us to return to pre-pandemic service offerings and revenues stabilized. Yet, this is not readily apparent when considering our bottom line. Nonprofit organizations are required to report our investment holdings at market value. As a response to worldwide conflicts affecting the stock market at end of fiscal, the figures in this report reflect that uncertainty and resulted in unrealized losses. With anticipated improvements economically, we project those will recover.

## Staffing Recruitment and Retention

This uncertainty has also brought to light a workforce shortage within healthcare, and we haven't yet regained our staffing level strength. Recruitment and retention remain areas of focus as they are critical in direct care. With the behavior health industry turnover at approximately 40%, we've been fortunate to experience much more favorable statistics, but that is not without continued efforts to ensure our providers' needs are also addressed. Self-care is always considered for both members and staff. The silver lining on such a devastating era is that mental health discussions have become common conversations, thus eradicating the stigma.

## Coordination of Care: One Campus

Independence Center was founded as a Clubhouse, a psycho-social rehabilitative model that promotes purpose and belonging. To be successful on that journey, we ensure that along with Clubhouse, we are offering personal support, housing assistance, physical health guidance, outreach, psychiatry and counseling. This holistic view of wellness requires coordination of care. We've been pleased to relocate our assessment and outreach teams to our headquarters and are in the midst of preparing room for our clinic to follow. This idea is to create one campus where a member will participate in the work-ordered-day of our Clubhouse and also benefit from the easily accessible resources. And, in recognition of accessibility, we were pleased to invest in an new entrance ramp allowing all mobility levels to join us through our front door.

## Affordable Housing Expansion

Alongside the campus concept, we are thrilled to announce an expansion in our affordable housing opportunities to our community. Adjacent to Independence Center will be an apartment complex designed for seniors with mental illness. We're building 38 one-bedroom units and offering services

specifically designed to allow members to age in place in a safe, affordable home with supportive programs just steps away. We anticipate this project to be underway in 2023 with occupancy in Fall 2024.

## External Validation

We're proud of our work and we celebrate the outcomes we witness. These are the results of best practices and procedures which are externally validated. In FY22, we were pleased to be accredited by the Commission on Accreditation of Rehabilitative Facilities (CARF), signaling our commitment to continually improving services, encouraging feedback and advancing quality with the intention of producing the best possible outcomes. We also received accreditation from Clubhouse International for adherence to the standards of a globally recognized psycho-social rehabilitative model. And we received a positive fidelity report on our Individual Placement and Support Employment (IPS) program, an evidence-based practice recognizing the benefit of employment for well-being.

The real work, though, is by our members, those who have a diagnosis of a serious and persistent mental illness, who are focusing their efforts on their health goals. Those rewards are in the form of managing symptoms, obtaining safe housing and maintaining healthy choices. We celebrate the independence acquired by education, employment or whatever is needed to be a contributing member of our community.

## 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. We thank our donors who have made it possible for us to thrive in such a chaotic atmosphere of global uncertainty.

We strive to create an environment where our values of community, dignity, and purpose lead to the eradication of stigma and our members gain the independence to live a healthy, quality life.

Best,



Trish Holmes,  
Executive Director

# CONTRIBUTIONS

Donors over \$5,000 in Fiscal Year 2022

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Builder's Bloc Contracting Services	Financial Executives International	Mercy Hospital	The Pott Foundation
Centene Charitable Foundation	Franklin E. Mange	Missouri Behavioral Health Council	United Way of Greater St. Louis
Charless Foundation, a component fund of the St. Louis Community Foundation	Home Builders Association	Moneta Group	Vogel Law Office, LLC
Cigna Foundation	Husch Blackwell	NextFifty Initiative	Watlow Electric Manufacturing Company
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# 2022 HIGHLIGHTS

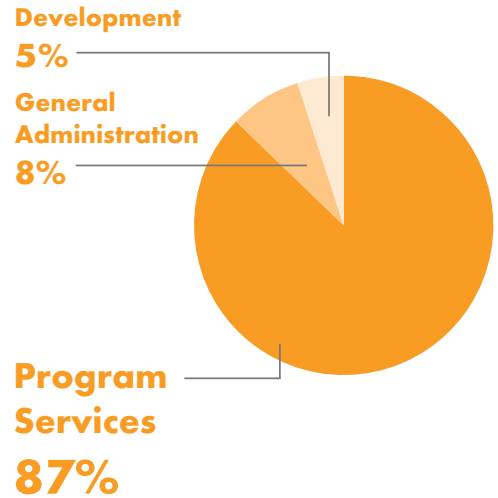
## FINANCIAL PROFILE

Revenues	2022	2021
Public Support/Charity	\$1,272,258	\$1,196,603
Program Fees	\$7,708,306	\$7,648,057
Other	\$(545,440)*	\$2,094,842
<b>Total:</b>	<b>\$8,435,124</b>	<b>\$10,939,502</b>

Expenses	2022	2021
Program Services	\$7,474,455	\$7,288,932
General Administration	\$689,340	\$682,069
Development	\$361,528	\$428,655
<b>Total:</b>	<b>\$8,525,323</b>	<b>\$8,399,656</b>

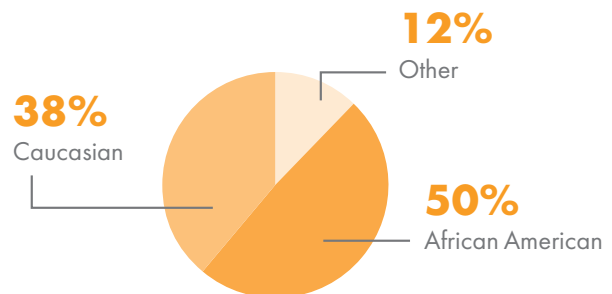
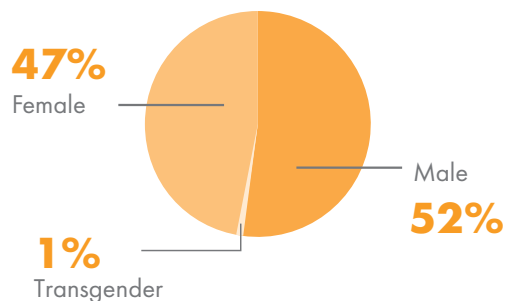
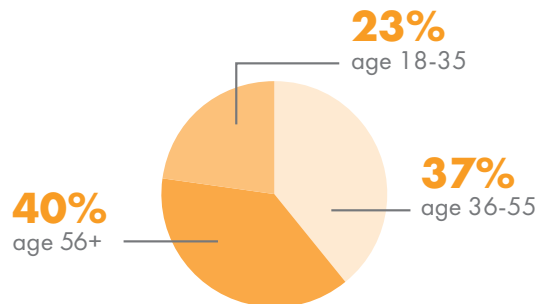
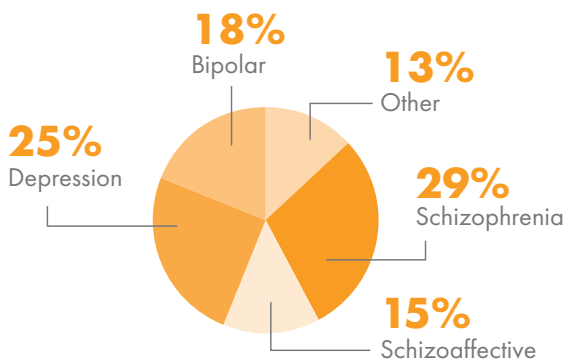
\*Includes unrealized loss on investments

## EXPENSES BY AREA



## 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



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# COMMUNITY SUPPORT

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

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.

## WELCOME CENTER

We've Moved! Now, housed inside the Clubhouse at 4245 Forest Park Avenue, alongside Independence Center's Clubhouse, Community Support and St. Louis Pharmacy, making it easier for those interested in touring the facility or seeking care to quickly have access to the services they need.

**281** **New Members**  
19% increase from previous year

**535** members are back and engaged in Clubhouse meetings **+160% over 2020**

**1,889** members attended over 98 evening and weekend events.

## OUR SERVICES

Group	Services Provided
Health Group	6,683
Clubhouse	49,131
Counseling	2,792
Community Support	20,402

**92,124** **Total Services\***  
**Provided in FY 22**

\*includes other service areas not listed above

## PURPOSE

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

**CLUBHOUSE** **2ND LARGEST** Clubhouse of 320 worldwide

## EMPLOYMENT

Job services include resume development, job interview coaching, and job starts programming.

**295** Members receiving individualized employment support

**228** Members began new jobs

**97,831** hours of voluntary member participation in Clubhouse work

**255,032** hours of member participation in the employment program



"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

**388** hours of free consultations with a PCP

**387** completed health screenings up 41%

**25** members received opioid medication assisted treatment providing lifesaving measures to break the addiction cycle.

Average wait time for a psychiatric appointment is 66 days on average. 30% less wait time than without our programs.



## COORDINATION OF CARE IMPROVEMENTS

The **\$180,000** improvement project was fully funded through donations and is an effort to make the nonprofit's building more accessible to those with physical disabilities and establish a unified point of entry for improved accessibility to care.

**Independence Center becomes even more accessible.**



The IC Zero Suicide committee works tirelessly to provide community support, including this year's participation in the St. Louis "Out of the Darkness Walk" in conjunction with the American Foundation for Suicide Prevention.

## SUICIDE PREVENTION & INTERVENTION

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

**516** Risk Assessments Completed

**154** Safety Plans Completed

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# HOME

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

**22%**  
of individuals who became housed while participating in our services were previously unhoused.

**\$179,176**  
in assistance distribution.

**45**  
individuals lived in our independent apartments

**38**  
individuals lived in our residential care facilities

**+ Moving services available to members.**

Supported Community Living (SCL) funding (through the Missouri Department of Mental Health – managed by Independence Center) provided housing assistance with deposits, utilities, startup costs and monthly allowance for individuals with no income. Independence Center has 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  
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