



# 2023 IMPACT REPORT

COMMUNITY • PURPOSE • HEALTH • HOME

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

# DEAR FRIENDS,

Nationally, our country is facing an unprecedented mental health crisis. One in four people suffer from a diagnosable mental disorder in any given year. Ten million adults live with a serious and persistent mental illness. For over forty years, Independence Center has focused on inspiring those individuals through building community, dignity, and purpose.

## A Look Back at Fiscal Year 2023 (FY23)

As you'll note in the following pages, we're proud of our accomplishments throughout, from welcoming an increasing number of individuals to our clinical services, a steady increase in our Clubhouse participation, and re-launching our Integrated Treatment for Co-Occurring Disorders, paused during the pandemic. Our coordination of care efforts resulted in an 80% increase in physical health treatment alongside mental health. And, we have done so at a time when there is a behavioral health workforce crisis, which only highlights the dedicated team members who carry out our mission.

## Housing Focus

Historically, we have offered both independent housing and residential care facilities. Responding to recent studies in healthcare outcomes, we recognize that a third supported option needed to be created, a transitional Intensive Residential Treatment referred to as Clustered Housing. We're converting our Lohmeyer complex to this program, designed to provide a safe place where one can learn how to manage symptoms while maintaining a household for themselves. The care team is committed to giving residents the opportunity to learn independent living skills, work on vocational and educational goals, and identify and address substance issues, ultimately gaining confidence in ability to maintain a healthy home setting in the community.

Our campus expansion, a project slated for close to \$11M, has been fully funded through a combination of the American Rescue Plan Act and the Missouri Housing Department Commission's Low Income Housing Tax Credits. The development is proceeding, with construction due to begin in FY24, increasing our housing options by 53%. These apartments will be designated to those seniors aged 55+, just steps away from our Clubhouse and clinical offerings to create a desired aging in place environment.

Along with our own real estate offerings, we've added a new focus on establishing relationships with other landlords who commit to creating decent living options for a vulnerable population through our Housing Liaison program. This includes outreach to those who are experiencing homelessness. We currently are operating at a success rate for securing a home of 56%, compared to 31% across Missouri and have assisted these individuals in gaining access to benefits with a success rate of 80%, compared to 62% statewide. With over half of those unhoused in our region living with a mental illness, there is a considerable need to concentrate on providing and resourcing safe homes.

## Our Beliefs

The values that guide our behavior, the quality of our programs and daily services includes the following beliefs:

- We believe in the potential productivity of even the most severely disabled members.
- We believe that every member should have safe, decent and affordable housing.
- We believe that work is both a significant outcome and a powerful rehabilitation tool.
- We believe that age appropriate social interactions must be an integral part of our program.
- We believe that excellence is achieved through diversity.
- We believe that innovation results in exceptional performance.
- We believe that our purpose bring out the best in all of us: members, participants, staff, and our Board of Directors.

Best,



Trish Holmes,  
**Executive Director**



# CONTRIBUTIONS

Donors from Fiscal Year 2023

## HUMANITARIAN (\$100,000+)

Bi-State Development

Kevin & Keely Travers

United Way of Greater St. Louis

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# 2023 HIGHLIGHTS

## FINANCIAL PROFILE

Revenues	2023**	2022
Public Support/Charity	\$1,050,195	\$1,272,258
Program Fees	\$8,201,414	\$7,708,306
Other	\$1,153,998	\$(545,440)*
<b>Total:</b>	<b>\$10,405,607</b>	<b>\$8,435,124</b>

Expenses	2023**	2022
Program Services	\$8,664,238	\$7,474,455
General Administration	\$671,039	\$689,340
Development	\$159,293	\$361,528
<b>Total:</b>	<b>\$9,494,570</b>	<b>\$8,525,323</b>

\*Includes unrealized loss on investments

\*\*Subject to final FY23 audit

## EXPENSES BY AREA

### Development

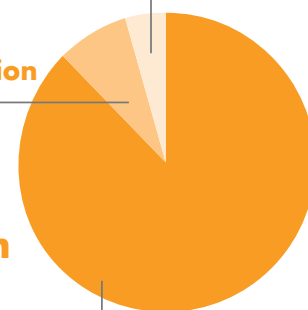
2%

### General Administration

7%

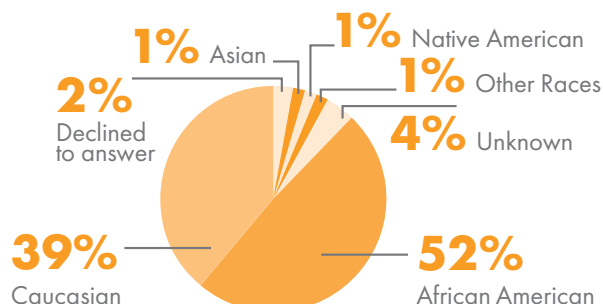
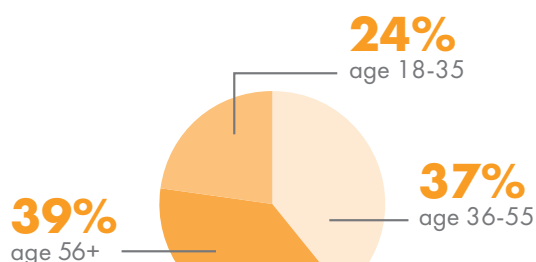
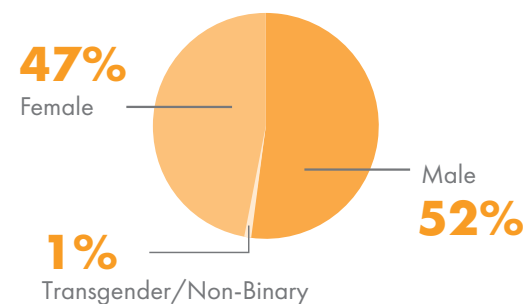
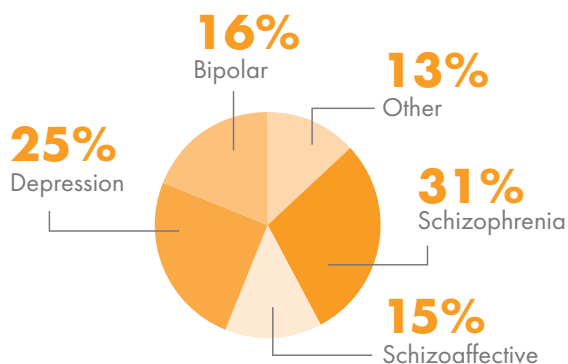
### Program Services

91%



## 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.

## Coordination of Care: One Campus

Independence Center welcomed our clinic, IC Health Group, to our headquarters this year. Taking a holistic approach to mental healthcare, our "Under One Roof" campaign grew from recognition that an individual's roadmap to independence can be overwhelming. We hoped to create an environment that's welcoming and accessible to all. This move strengthened the collaboration among teams and allows them to coordinate services more efficiently. We've seen improved show rates, communication, Clubhouse enrollment and heightened awareness of our organization's service offerings, among other benefits. All this leads to a healthier community!

## OUR SERVICES

Group	Services Provided
Health Group & Counseling	8,129
Clubhouse	51,840
Community Support	18,276

**93,272** Total Services\*  
Provided in FY 23

\*includes other service areas not listed above

**120** Clubhouse  
average daily attendance  
(highest since COVID restrictions closed the Clubhouse in 2020)

**300** Thanksgiving  
meals prepared

## PURPOSE

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

**CLUBHOUSE** **2ND LARGEST** Clubhouse of 340 worldwide

## EMPLOYMENT

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



**80**  
Job starts

**579** Members received  
employment resources

**100,200** hours of voluntary  
member participation  
in Clubhouse work

Coming to Independence Center and being part of the Clubhouse allowed me to feel safe and to feel that I was part of a Community. These are both feelings that I had not felt in a long time. The Clubhouse gave me the opportunity to return to work through Transitional Employment and now I am working in a full-time, permanent position. Working has allowed me to re-claim my identity, feel a sense of accomplishment, and look forward to my future.

Tyler,  
Member of Independence Center



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# HEALTH

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

## WELLNESS

**321** hours of free consultations with a PCP or OT  
**486** completed health screenings  
**24** members completed **56** hours of smoking cessation classes

While the average national and regional waiting time for a psychiatric appointment is 60-90 days, Independence Center's average wait time is 17 days.



## NEW MEDIA CENTER IS UP & RUNNING!

With the one-time "Digital Divide" grant we received from United Way, Independence Center has invested in a fully equipped Media Center. This not only expands our internal interactive media capabilities, but provides a new part of the work order day and gives our members an opportunity to develop new skillsets!

The grant was one of ten issued by United Way, whose mission it is to help nonprofits like Independence Center provide internet access and digital devices to those who need it most.



I became severely depressed and I didn't know how to handle the situation. I was not looking for help at the time. I accepted that this is who I was. I was depressed. I was not happy. I didn't take medication or go to therapy.

And ultimately I was on the verge of taking my own life. There is help out there. The 988 hotline is an amazing resource, it's 24/7, it's confidential. And you'll be connected with a trained crisis counselor. You can live a meaningful, happy life if you get the help that you deserve. And the Independence Center is a great place for that.

Megan,  
Independence Center staff,  
Zero Suicide Committee

## SUICIDE PREVENTION & INTERVENTION

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

**897** Risk Assessments Completed

**145** Safety Plans Completed

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# HOME

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

Housed **23**  
previously unhoused individuals

Total of **5** members graduated from  
Stupp and Newstead to Independent Living,  
the highest number of residents to do so in the past **3** years

**6** members were enrolled into our new Clustered Housing program

**35** residents lived in our residential care facilities

**55** individuals lived in our independent apartments



## 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.



**INDEPENDENCE  
CENTER**  
inspiring lives  
with dignity and purpose

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