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2016  
**IMPACT**  
REPORT



# Dear Friends:

We value the opportunity to provide you with a report on Independence Center's work in fiscal year 2016. It was a year of unprecedented challenge and change, but our board of directors, management and staff, and the members we serve collaborated to strengthen the core of the agency both programmatically and administratively. We strive always to show good stewardship of the support our donors provide.

On the programming front, we initiated an Illness Management and Recovery Group to provide supportive group sessions at our clinical site. Our Connect Team was enhanced to respond to psychiatric patients leaving the hospital with immediate support needs. Speed of response was addressed through an engagement with MTM, a national firm that consulted with Independence Center on Same Day Access, Collaborative Documentation, and Just-In-Time Scheduling.

In collaboration with the other provider agencies that form the Missouri Coalition of Community Behavioral Health, all our staff were provided training to help Independence Center become a trauma-informed organization. So many of our members come with painful life experiences of homelessness, abuse, neglect, poverty, incarceration, institutionalization or repeated hospitalizations, that affect their openness to treatment, resilience and recovery. Being a trauma informed community makes an enormous difference.

We've now seen the benefits of our electronic medical record, introduced in April 2013, in improving program outcomes, but this year we engaged BKD to recommend next steps to assure improvements in billing and documentation accuracy. In FY 2017 we will fully implement their recommendations.

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Independence Center experienced appreciable revenue growth in fiscal 2016, both in program fees and fundraising. Particularly valuable was the renewal of a three year grant from the St. Louis Mental Health Board that will fund our efforts to move Clubhouse members into supported employment.

Our signature fundraising event, "Dancing with the St. Louis Stars", garnered an astounding \$865,000 through the outstanding solicitation efforts of our celebrity dancers. These civic and business leaders selflessly advocate for our members who struggle with mental illness, while raising the dollars required for us to deliver needed services.

Independence Center has enjoyed a mutually supportive 35 year relationship with our Central West End neighborhood. It is home to the Clubhouse, our clinical facility, and two of our residential buildings, which houses 35 of our members. Today this neighborhood is exploding with fresh energy, more than 2,000 new housing units, and new retail and entrepreneurial enterprises including IKEA and the Cortex innovation incubator.

All this activity has proven the wisdom of the investments we've made in the neighborhood over the years, and suggested we expand our footprint when possible. At fiscal year's end we purchased the Allied Photocolor property immediately adjacent to the Clubhouse on Forest Park Ave. We anticipate developing critically needed parking with a landscaped street-side buffer. We are also pursuing opportunities to develop affordable housing for our members within easy commuting distance of the Clubhouse.

As happens every year, when we reflect on our progress we are filled with gratitude for your support and investments. It's only through your generosity that we are able to provide employment, education, housing, wellness, clinical services and community support to the members we serve. Along with each of them, we are deeply grateful.

## Thanks for all you do!



*J. Michael Keller*  
**J. Michael Keller**  
Executive Director

*Mark W. Eggert*

**Mark Eggert**  
Board President

## Board Roster and Affiliations

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*Executive Vice-President*  
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*Vice-President*  
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St. Louis Cardinals

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WFF Facility Services & Clean-Tech Company

### Kalin Berry

*Senior Counsel, Labor & Employment*  
Express Scripts

### Ian Watkins

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Mallinckrodt Pharmaceuticals

### Bonnie Woods

*Director of Patient Care - Long Term Care*  
Barnes-Jewish Hospital

### Sandra Young

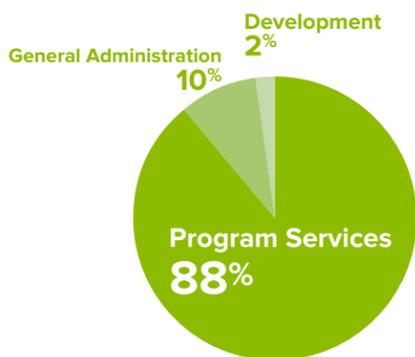
*VP Human Resources*  
St. Louis Children's Hospital

# 2016 INDEPENDENCE CENTER Highlights



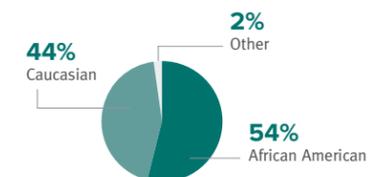
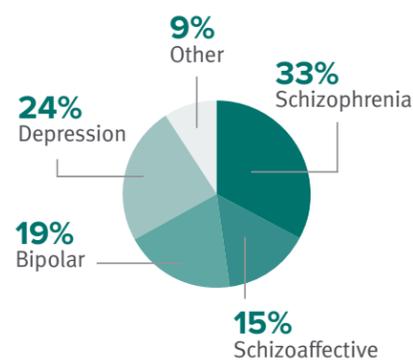
## FINANCIAL PROFILE

Revenues	2016	2015
Public Support	\$1,506,927	\$1,143,333
Program Fees	\$7,857,759	\$7,250,958
Other	\$344,818	\$500,939
<b>Total:</b>	<b>\$9,709,504</b>	<b>\$8,895,230</b>



Expenses:	2016	2015
Program Services	\$7,374,293 88%	\$7,556,087 88%
Fundraising	\$176,250 2%	\$200,587 2%
Management	\$804,524 10%	\$823,913 10%
<b>Total:</b>	<b>\$8,355,067</b>	<b>\$8,580,587</b>

## WHO WE SERVE



## HEALTHCARE HOME/WELLNESS

Improving physical health outcomes

**323** members enrolled in Healthcare Home (HCH)

With the support of an onsite physician members address symptoms of chronic physical conditions such as obesity, metabolic syndrome, hypertension, and diabetes.

79% of HCH participants with hypertension controlled their blood pressure at <140/90

64% of HCH participants with diabetes controlled their blood glucose at (HbA1c <8.0%)

56% of HCH participants reported no tobacco use for 12 months or more

## EMPLOYMENT

Securing employment and creating economic independence

Taxes Paid: **\$187,798**

Members Earned: **\$1,251,986**

**54** members worked supported employment opportunities

**62** members worked transitional employment opportunities



"I love my job. It's fantastic and I want to be here as long as possible. They teach me things and it gives me a lot of know-how. It's definitely helped my self-esteem and financial situation. It gives me balance in my life and hope that I'll have my own apartment soon."

- Tom Oglesby, Kennelwood Village

## 102 Partners in Productivity who supported Independence Center's Employment program

4M	Favazzas	Mercy	St. Louis Public Library
Alexian Brother's Nursing Home	Fed Ex	Maritz	St. Patrick Center/ Gateway Greens
Algonquin Nurses/ Home Team	Flance	NAMI	Starbucks
American Healthcare	Fox Theatre	National Healthcare	Steak & Shake
Applebee's	Friendship Village	National Real Estate Properties	Stifel
Aramark	Frosty Treats	Northview Nursing Home	Subway
Barnes-Jewish Hospital	St. Louis Galleria	Northwest Coffee	Telegraph Café
Bernard Nursing Home	Gatesworth	Office Depot	The Benfield Group
Best Buy	H&R Block	Osage Café	The City Of Maryland Heights
Boeing	Hardee's	Park Warehouse	The Hallmark-Brookdale
Bon Appetit Food Co.	Heartland	Pearson Group	Senior living
Bowood Farms	Hershey Factory	Pitney Bowes	The St. Louis Arch
Bridges	Hilton St. Louis Ballpark	Pizza World	TJ Maxx
Bryan Cave	Home Depot	Procter & Gamble	University City Children's Center
Café Osage	Home Health	Rib City	Unique Crafters
California Pizza Kitchen	Homegoods	Rose Industries	US Foods
Centaur Bldg. Services	IHOP	Salvation Army	VA Library
CWE Community Improvement District	Innovative Living Solutions	Schnucks	Walmart
Clean Tech	Joey B's	St. Louis Science Center	Westwood Country Club
Commercial Bldg Services	Joseph Clayton	Sears	Whelan Security
CSL Plasma	Kennelwood Village	Seniors Helping Seniors	YMCA
Customer Direct	Kentucky Fried Chicken	Serco	Zipmail
Dierbergs	Lowe's	Sleeve A Message	St. Louis ZOO
Elite Staffing	Macys	Southwest Airlines	
Every Child's Hope	Maggiano's	Southwest Food Excellence	
	Marshall's	St. Louis Sportservice	
	Mary Culver Home		

## PSYCHIATRY

Successfully managing symptoms

**603** unduplicated services provided



**94%** of those receiving MD/APN services did not report a psychiatric hospitalization

**89%** of those receiving MD/APN services did not report an emergency department visit

## HOUSING

Living independently and with dignity



**40** individuals lived in our independent apartments

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



**3 members** transitioned from our residential care facility into their own independent apartment



"I just want to say that there's hope. I went from being homeless to my own apartment. Independence Center housing was a stepping stone and I want to thank my peers and professional staff that helped me get where I am today." - Herbert Harry

**Our Mission** - Independence Center is committed to providing a comprehensive system of high quality programs and services that assists adults in the St. Louis metropolitan area with serious and persistent mental illnesses to live and work in the community, independently and with dignity.