DEAR FRIENDS,

Fiscal Year 2019 (FY19) was about growth, growth, growth. Overall, Independence Center grew by 14%, providing services to more people than ever before. After spending much of FY18 assessing the organization, gaining input, and studying community needs, FY19 was all about putting our plans into action.

How You Help

Each year, Independence Center serves over 1,600 lives regardless of their ability to pay. While programs like Medicare and Medicaid help to cover some of the costs of services, we must rely on donors like you to support members as they come into the organization. We are committed to providing exceptional care to anyone with a severe and persistent mental illness, regardless of their ability to pay. Each day, members come to Independence Center to manage their illness, find belonging and purpose, and gain the independence to live a healthy, quality life.

What We’ve Accomplished

Independence Center Heath Group (ICHG) has improved psychiatric care and medication support for our members by hiring a psychiatric nurse practitioner and introducing telepsychiatry. Telepsychiatry is becoming a more common way to deliver care in the mental health care community because it alleviates the shortage of psychiatrists in the area and we have witnessed our members benefit from it on their path to recovery. Both of these changes have helped to improve access to care for our members and increased capacity.

Our Welcome Center and ICHG have also made significant steps to improving our members’ clinical services. The Welcome Center increased its capacity to handle intake assessments. With the recruitment of two new psychiatrists and by restructuring the patient experience within our clinic, ICHG has grown the number of people receiving psychiatric services. Each person seeing a provider(s) at ICHG now receives all their clinical services in just one patient room. There they are able to see their physician and/or nurse practitioner, reducing the stress of moving around to different rooms and creating an easier experience for our patients. This has drastically improved our trauma-informed approach to providing care and has increased efficiency, allowing us to see more patients each day.

We’ve made it a priority to increase brand awareness of Independence Center in our community. We have done this by increasing our social media presence, improving public relations, education, and community outreach. We hope to continue to build name recognition, making more people aware of Independence Center and the important services we provide.

Mark Bethell, CEO

Donate Online Now at IndependenceCenter.org
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.