



2013 ANNUAL REPORT

Our Mission

Working with people with
disabilities, their families
and the community, we
create independence so that
all may thrive.





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LETTER FROM OUR CEO

Dear Supporters,

2013 was a busy year of continued expansion, new experiences, as well as the inevitable highs and lows that come throughout a year of operation. We grew as an agency. The Home Health Department went from 241 employees to 270. The Independent Living Programs developed several new staff positions, key among them the Emergency Preparedness Coordinator.

The amount of people we served in the IL programs significantly grew in 2013, from 412 to 524 people, as our outreach efforts took hold and our benefits program took off. Collaborations with outside agencies became stronger through our Accessibility Store, our programming and our networking efforts.

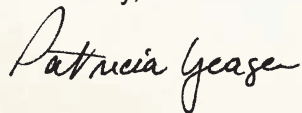
To the relief of many of the staff working from our Tejon St. building, the extensive remodeling project came to an end. Even as that project has allowed us to have additional office space, we are filling up the capacity of the building quickly.

Building equal access to health care was an important focus this year. Our consultant, Gary Montrose, was able to champion the inclusion of people with disabilities in new state guidelines on how our local Regional Community Care Collaborative operates with regard to disability access.

The fire in Black Forest was a definite low-point, as was the massive rains and flooding that took place in the fall. We set up a \$5,000 fund to help consumers who were impacted by those emergencies and we hired an Emergency Preparedness Coordinator. We did find the local media and emergency responders were better equipped at ensuring the needs of people with disabilities were addressed than they were for the Waldo Canon Fire. This year, all of the local news stations carried live captioning and the press conferences were signed in American Sign Language.

2013 was a great year, despite the challenges. As you read through these pages and review some of the highlights of our year, please know how grateful we are to you and the community in working with us to build a more inclusive community and helping us thrive!

Sincerely,



Patricia Yeager, Ph.D.
CEO



Patricia Yeager



CORE VALUES

Inclusiveness

- Having equal standing with our peers in a community where our voices are valued and sought after.
- Having the necessary supports to live and work in our communities.
- Access to technology that allows us to do things as we choose.
- Access to people and information that ensures our informed participation.

Flexibility

- We establish a culture of continuous creativity in response to agency and community situations.
- We have the ability to shift focus when needed and to meet the needs of our community as they arise.
- We are ready and prepared for change and have the right frame to do so.

Person First

- We recognize the power inherent in naming ourselves and our abilities and embrace the right of everyone to self-identify.
- We accept and encourage the wholeness of the individual.
- We strive to accept people as they are, where they are, and see them as a person first, beyond their individual attributes.

Accountability

- We make responsible choices and decisions that are true to our core purpose, values and vision.
- We are accountable as individuals and as an organization.
- We take responsibility for our actions as they influence the lives of our co workers, consumers and those in our community.

Integrity

- We do the right thing and strictly adhere to our core values.
- We build trust by maintaining high standards.
- We integrate our core values as a healthy, vital and irresistible force in the community.

Understanding Disability Means...

- Recognizing that applying the right technology, the right designs, and the right attitudes opens up the world for everyone.
- Recognizing that independence doesn't look the same for everybody.
- Knowing that our needs are human needs.

Customer Service

- At the Independence Center we offer the tools, resources and/or solutions to improve quality of life in our community.
- We do this by listening, being proactive and following through on our promises.
- We treat each person with respect, empathy & care while encouraging their unique skills & talents.

Efficiency

- Our staff has the authority to make decisions to streamline services and respond to consumers' needs.
- We collect data to assist us in helping direct our focus.
- Staff has the tools needed to fully and completely respond to consumers
- We communicate effectively.
- We respect people and our natural resources.

Development of People

- We support our staff and consumers in reaching their individual goals.
- We encourage the opportunity to learn.
- We celebrate an individual's right to develop their own capabilities and to create the life they choose.
- We encourage the process of development and discovery.

Marketing

- We will communicate our vision and increase awareness of our programs throughout all the counties we serve.
- We encourage all those within the organization to advocate on behalf of The Independence Center.
- Through effective messaging and outreach strategies, we will strengthen and increase exposure and community connections for all aspects of the organization.



Our program stands out by its ability to have our client direct who they would like to have as their caregiver, whether they are a family member, a friend or a neighbor.

2013 was the 27th year we've had the privilege of providing home health care for people throughout the Pikes Peak Region. The program offers people with disabilities a complete array of home health care services designed specifically around a person's unique needs. Our program stands out by its ability to have our client direct who they would like to have as their caregiver, whether they are a family member, a friend or a neighbor. We provide training and oversight to ensure the person who is the caregiver is able to completely meet the needs of our client. We started 2013 with 190 clients and ended the year with 224.

The health care field is, of course, very regulated by the State of Colorado. In most cases this is of great benefit to our consumers and helps to ensure quality of care. In some instances, a policy is made that has a negative impact for not only our consumers but our family caregivers. In April of 2013 Colorado's Department of Health Care Policy and Financing (HCPF) brought out a much anticipated Pediatric Assessment Tool that had a drastic impact on families financial ability to be able to care for their child with a disability. Anita Pope, our Director of Nursing, gathered several of our parents and children and went to Denver to directly communicate to HCPF that their new Pediatric Assessment Tool (PAT) was not workable for families with children with severe disabilities. The HCPF committee we met with understood the problems and directed the PAT be refined with more input from stakeholders. Katey Castilla, our Director of Home Health Services, was able to provide needed input. The new PAT came out in December and the majority of changes we had recommended were incorporated into the new tool!

Home Health Yearly Census
Unskilled Services



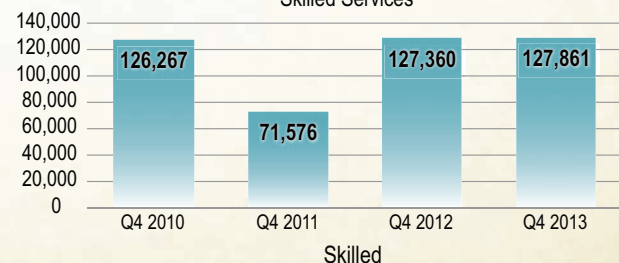
Home Health Hours Completed
Unskilled Services



Home Health Yearly Census
Skilled Services



Home Health Hours Completed
Skilled Services





List of Independent Living Programming

Assistive Technology – Home Modification Program

Our certified Assistive Technology Specialist helps in finding available and useful assistive technology and assistance in modifying home access.

Benefit Support

Application assistance as well as ensuring all benefits are received for which the consumer is eligible.

Community Organizing

Building coalitions to advocate for social change.

Community Choice Transitions

Helping to transition people from skilled nursing facilities back into the community.

Deaf and Hard of Hearing Services

Ensuring all programming is available to those who are deaf or hard-of-hearing. Building community.

Emergency Preparedness

Preparing consumers for emergencies as well as working with first responders to be able to meet the needs of those with disabilities.

Employment Services

Providing support for consumers seeking employment.

Independent Living Skills Classes

Conducting classes and workshops to build skills that foster independence.

Information and Referral Services

Connecting consumers with existing services and providing information.

Older Individuals with Blindness

Providing seniors with support in maneuvering through the many aspects that come with vision loss.

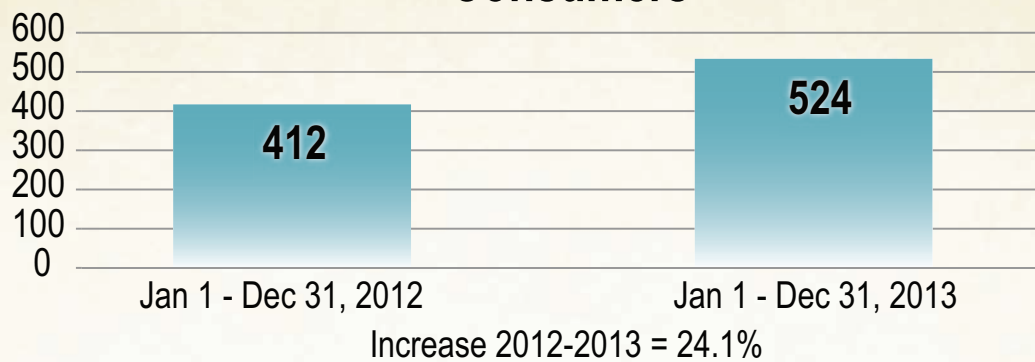
Outreach Services

Providing a link to our services to our eight county catchment area.

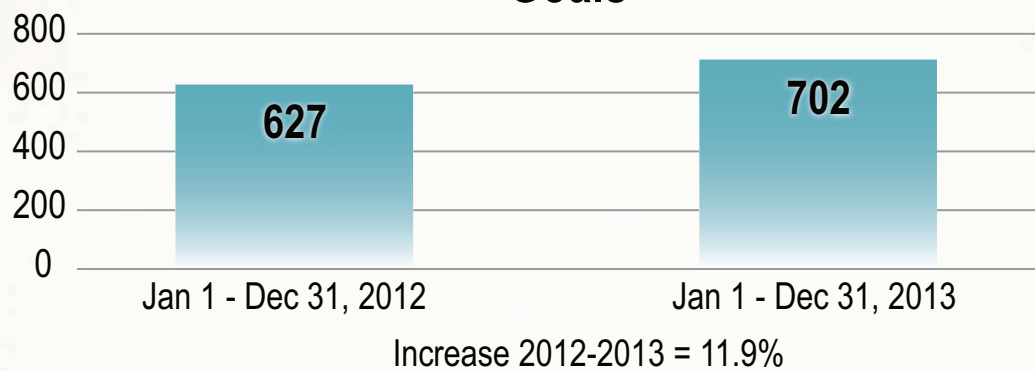
Peer Support and Volunteer Services

Providing individual advocacy, peer mentoring, and support groups to build the independence and well-being of people with disabilities.

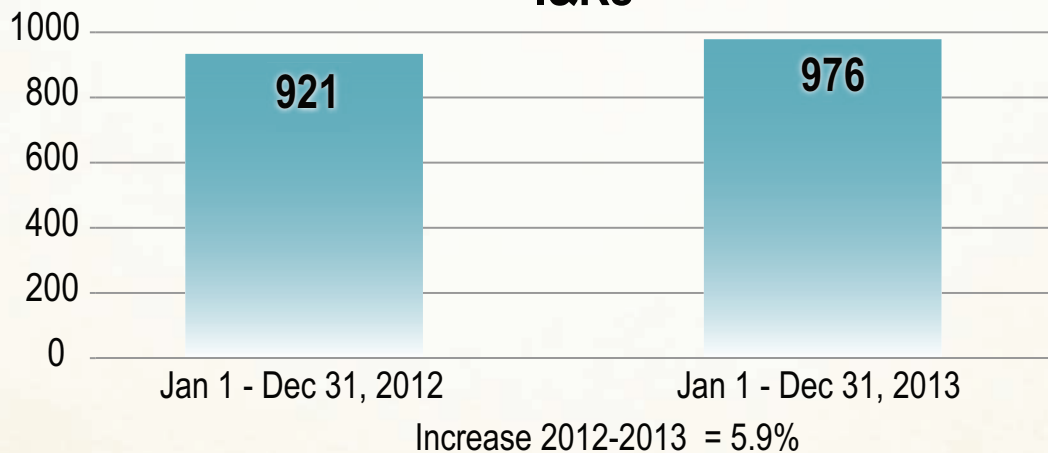
Consumers



Goals



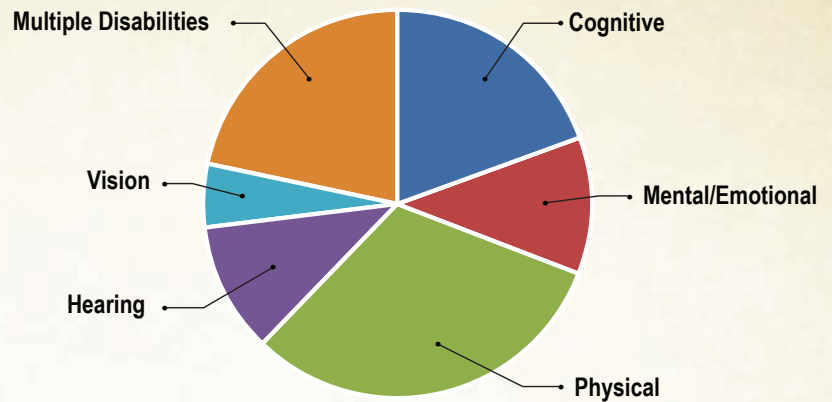
I&Rs



INDEPENDENT LIVING PROGRAMS

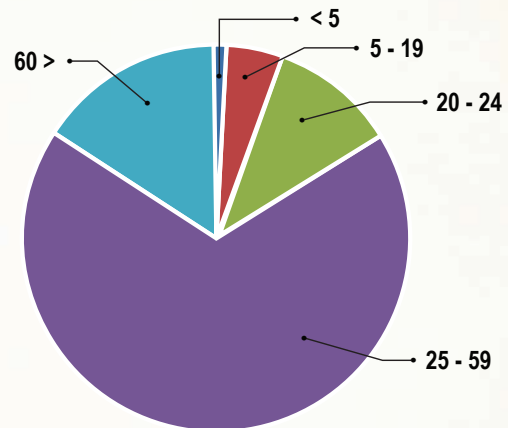
Consumer Disability Types

| | | |
|-----------------------|------------|-------------|
| Cognitive | 102 | 19.5% |
| Mental/Emotional | 61 | 11.6% |
| Physical | 164 | 31.3% |
| Hearing | 57 | 10.9% |
| Vision | 27 | 5.2% |
| Multiple Disabilities | 113 | 21.6% |
| Total | 524 | 100% |



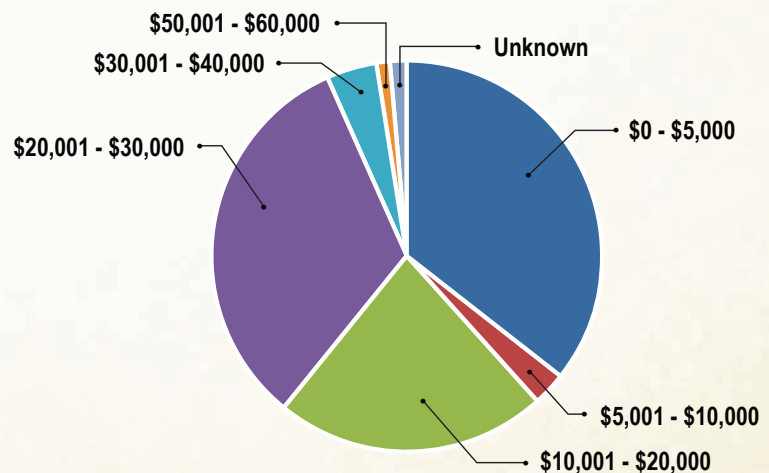
Age of Consumers

| | | |
|--------------|------------|-------------|
| < 5 | 1 | 0.2% |
| 5 - 19 | 30 | 5.7% |
| 20 - 24 | 55 | 10.5% |
| 25 - 59 | 356 | 67.9% |
| 60 > | 82 | 15.6% |
| Total | 524 | 100% |



Income Level

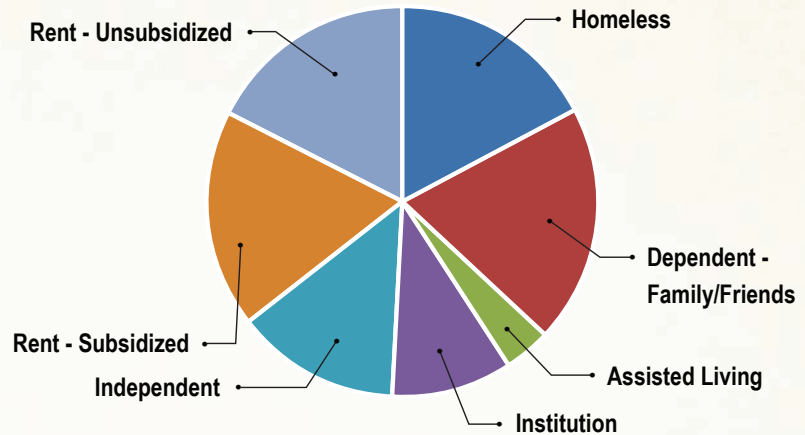
| | | |
|---------------------|------------|-------------|
| Unknown | 177 | 33.8% |
| \$0 - \$5,000 | 41 | 7.8% |
| \$5,001 - \$10,000 | 112 | 21.4% |
| \$10,001 - \$20,000 | 162 | 30.9% |
| \$20,001 - \$30,000 | 24 | 4.6% |
| \$30,001 - \$40,000 | 4 | 0.8% |
| \$50,001 - \$60,000 | 4 | 0.8% |
| Total | 524 | 100% |



INDEPENDENT LIVING PROGRAMS

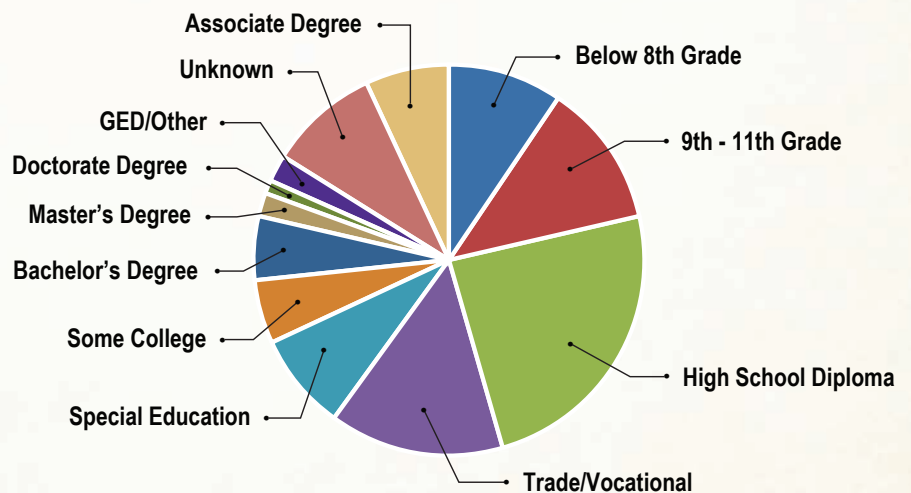
Housing Status

| | | |
|----------------------------|------------|-------------|
| Homeless | 91 | 17.4% |
| Dependent - Family/Friends | 103 | 19.7% |
| Assisted Living | 20 | 3.8% |
| Institution | 53 | 10.1% |
| Independent | 72 | 13.7% |
| Rent - Subsidized | 94 | 17.9% |
| Rent - Unsubsidized | 91 | 17.4% |
| Total | 524 | 100% |



Education Level

| | | |
|---------------------|------------|-------------|
| Below 8th Grade | 50 | 9.5% |
| 9th-11th Grade | 63 | 12.0% |
| High School Diploma | 127 | 24.2% |
| Trade/Vocational | 75 | 14.3% |
| Special Education | 43 | 8.2% |
| Some College | 27 | 5.2% |
| Bachelor's Degree | 28 | 5.3% |
| Master's Degree | 6 | 1.1% |
| Doctorate Degree | 2 | 0.4% |
| GED/Other | 12 | 2.3% |
| Unknown | 55 | 10.5% |
| Associate Degree | 36 | 6.9% |
| Total | 524 | 100% |



Due to the success and growth of our Home Health Department we are able to not only conduct but to grow our Independent Living Programming. Our Independent Living Department added several new staff through the year. We grew our Peer Support and Volunteer Services Program by hiring additional staff. We saw a need to be better able to pull statistics, track trends and determine consumer satisfaction. To that end Janet Brugger was hired to become our Quality Assurance Specialist. Her work has enabled us to easily track information as you'll notice in the charts we have in this report. Two programs stand out in our work in 2013:

Addressing Emergencies

A second year of environmental crises surprised us all. Who would have thought it possible that during our historic drought we would have not only another fire, but major floods! After the Black Forest Fire our CEO and Board of Directors decided to create a new position; Emergency Preparedness Coordinator. Nick DeSutter joined us in early August, and he has been busy ever since. His primary objective during 2013 was to familiarize himself with the Independent Living Movement and then to find inroads and build our program into the City and the County's emergency planning process. It was a hard hill to climb, but by the end of December, The IC's Emergency Program had been accepted by the primary emergency management stakeholders. Nick has also been working with emergency planners from around the state. The program is being acknowledged as a community resource for enhancing our "whole community" approach towards emergency systems and planning.

In addition to working with City and County Emergency Planners, Nick conducted several individual preparedness training sessions. These trainings and generalized awareness briefs were presented to consumers and various special interest groups including The National Federation of the Blind Colorado, our Local Chapter of Hearing Loss Association of America, and the Senior Resource Council. In all, in 2013, the trainings impacted over 500 people.

Although we still have much work to do to incorporate all of our needs and perspectives as to the response required by professionals during an emergency, we, as people with disabilities, have opened the door for dialogue and change. The stage is set to continue our impact in 2014.

Community Organizing Program

This has been the second year the Community Organizing Program has been in operation. The program has developed its own guiding mission:

To engage individuals with disabilities to join together in groups based on shared concerns; we then teach them the skills that they need to advocate together for their needs.

We were fortunate to have a Fellow from Colorado College be a part of our program, along with several interns and our Program Coordinator, Courtney Stone. The program found success on several fronts during 2013.

We helped to develop the 'Organizing Committee on Transit' (OCT) which advocates for the expansion of transit services in the Pikes Peak region. Their success this year was to see the addition of Route 23, a fixed-route bus line that reaches the Powers Corridor and expands the service area of paratransit service to that area. Looking ahead to 2014, the OCT will build their coalition of interested citizens and agencies and advocate for an additional \$1.8 million dollars to be added to the Colorado Springs transit budget.

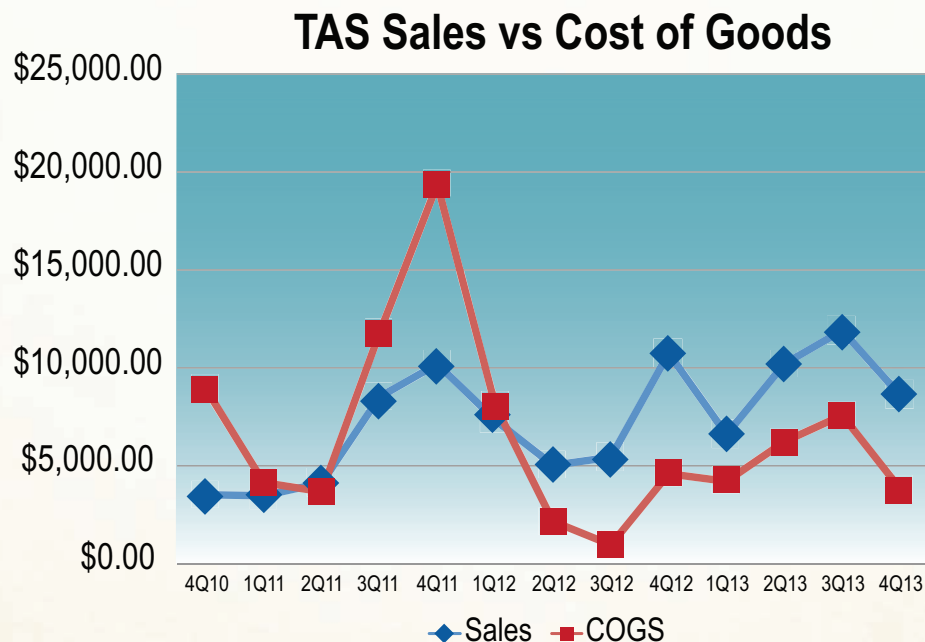
The program also conducted a series of focus groups intended to draw out "the experiences of people with disabilities accessing healthcare in their communities". Five themes were identified as being an area where a person with a disability often encounters a barrier to healthcare: transportation, provider sensitivity/etiquette, access to affordable providers, information sharing between providers and patients, and maneuvering through privacy issues along with having accessible communication. This information will serve to guide the department in the future as we work with others to address the need for increased quality healthcare in the community.

ACCESSIBILITY STORE

The Accessibility Store (TAS) really took off in 2013. With the guidance of Theresa Fitts, our store manager, our number of sales grew while the cost of sales decreased. TAS remains the only store of its kind in the region. In this day and age of Internet ordering the store allows people to directly see and experience what is available in assistive technology and daily living aides before they make a purchase. Our commitment to making sure customers get the technology they need and will use has led to our store policy of a 60 day no question, no hassle return policy.

The interest in the store is growing thanks in large part to the outreach activities done during the last five months of 2013 when Theresa gave product demonstrations and presentations to:

- 16 **Assisted Living Facilities**
- 13 **Colleges** and
- 11 **Medical Facilities** – along with
- 40 **Support Groups and Individual Consumers** at their home
- 18 **Health Fairs**







In 2013 we held four events:

**The Health Fair
Yes We Can Expo
The Americans with Disabilities Act Celebration
The Art Fundraiser**

The **Health Fair** is getting bigger every year. This is the second year of the event and we had forty vendors who gave valuable health related information to consumers as well as the general public. Different screenings and health tests were offered including wheelchair pressure mapping, hearing tests, mental health screenings, and blood sugar levels as well as blood pressure readings.

The **Yes We Can Expo** was held at the Colorado Springs Event Center, a new venue for us, there were 70 vendors in attendance along with 500+ people. Information was handed out on services of interest to the Deaf and Hard of Hearing community. Along with a visit from Sox the Fox, there was a showing of 'Lake Windfall', a movie featuring deaf actors which was accessible to both the deaf and the hard-of-hearing. A workshop was conducted to help hone the skills of area American Sign Language Interpreters, it was entitled 'English to ASL Skills' and attendees earned continuing education credits. An award ceremony to honor those in the Deaf and the Hard of Hearing community who have made a significant impact rounded out the evening. It was a day full of fun, networking and interesting information.

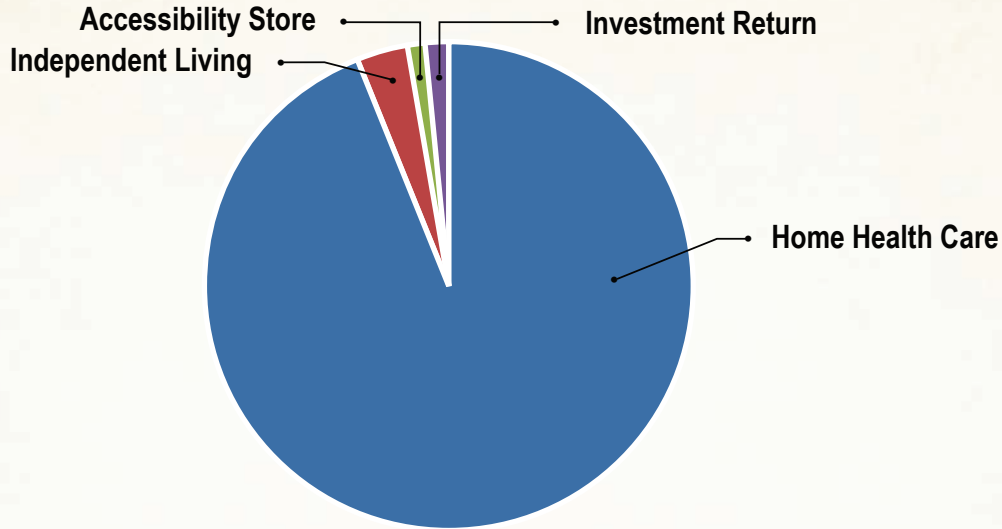
The **American's with Disability Act** turned twenty three years old in 2013 and we celebrated at the Stargazers Theatre with interesting stories and memories presented by Patricia Yeager, Matthew Ruggles, Billy Allen, and Anita Pope.

A new event, the **Art Showcase Fundraiser** was held at The Warehouse with 32 artists displaying their work after having successfully navigated the jury process, where community members decided on the pictures which would be displayed. It was a fun evening with a live auction and money raised to support the Home Modification Fund.



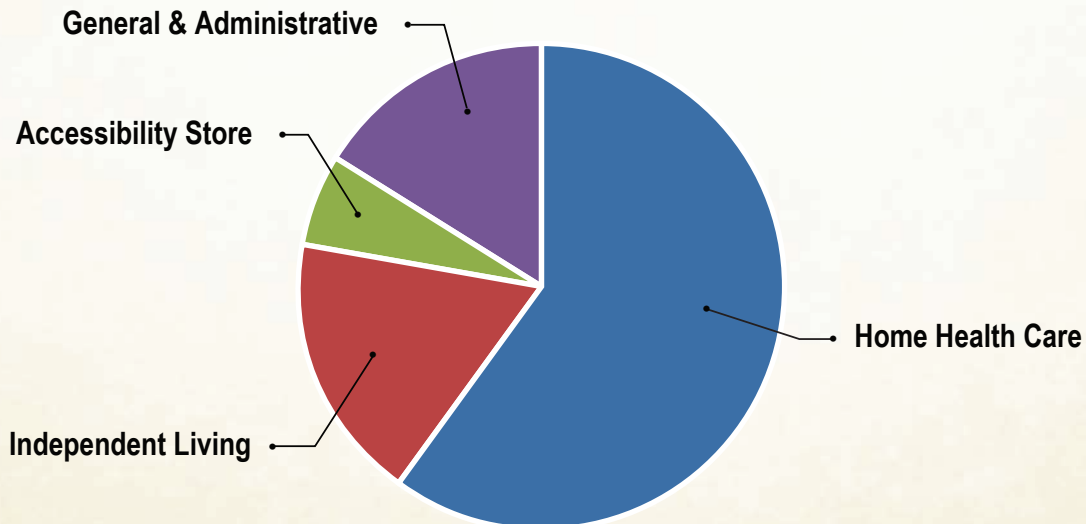
Revenue by Source

| | | |
|---------------------|------------------|-------------|
| Home Health Care | 8,142,668 | 94% |
| Independent Living | 330,482 | 4% |
| Accessibility Store | 32,480 | 0.1% |
| Investment Return | 146,517 | 1.9% |
| Total | 8,652,147 | 100% |



Expense by Type

| | | |
|--------------------------|------------------|-------------|
| Home Health Care | 5,858,074 | 69% |
| Independent Living | 1,136,906 | 13% |
| Accessibility Store | 116,383 | 1% |
| General & Administrative | 1,479,603 | 17% |
| Total | 8,590,966 | 100% |



BOARD MEMBERS

Executive Committee

Board Chair:

Dean Christensen

Board Member since 2010

Vice Chair:

Billy Allen

Board Member since 2011

Secretary:

Patrick Going

Board Member since 2010

Treasurer:

Owen Stockton

Board Member since 2010

Members:

Beth Blakney

Board Member since 2012

Bill Brown

Board Member since 2011

Maureen Christopher

Board Member since 1987

John Ferlin

Board Member since 2012

Serina Gilbert

Board Member since 2012

Gary Morse

Board Member since 2013

Development Department and our Donors

The Independence Center has had the great luxury over the years to have a thriving Home Health Program that creates revenue that can be used for our Independent Living Programs. As we continue to expand our programming and increase our impact in the area, it is becoming more important and necessary to raise funds to support our growth. A Development Department was created in March of 2013 and that department is looking for collaborations with area foundations, state organizations, and individual donors. It's exciting to see the support The Independence Center has in the community. Following is a list of financial donors who helped us in the past year.

Organizations

1st Bank
ADD Staff
AT&T
Bestway
BKD
Cascade Investment Group
CB Insurance
Central Bancorp, Inc.
Colorado Gives of the Community First Foundation
Colorado Health Foundation
Denver Management Advisors, Inc.
Emergicare
Healing Touch
MEG Associates Consulting Group, Inc.
National Federation of the Blind
Network Insurance Services
PASCO
The Erikson Fund of the Pikes Peak Community Foundation
United Health Care
US Bank
Woodman Valley Sertoma Club

Individuals

Andrew McAdam
Ann Lindsay
Beth Blakney
Bill Brown
Bob Littin
Chuck Kocher
David & Caroline Nelson
Dean Christensen
Debra Ren
Elizabeth Wieland
Garry Butcher & Jennifer Butcher
Gary Morse
Gerald Ulrich
James & Beverly Majewski
Jan Myers
Janell Poe
Jennifer Parisi
Jenny Seymour
Jenny Votaw
Jim and Carol Lyn Lucas
John Ferlin
Kaleb Wilson
Karen Humbert
Laura Hansen
Linda Kagan
Marguerite Savage
Marielle Oetjen
Matt Hall
Maureen Christopher
Michael Kenny
Mollie Burns
Owen Stockton
Pat Going
Patricia Yeager
Randy Dipner
Ryan Garner
Steve Posey
Susan Miller
Teri Ulrich
Tracey MacDonald
William Smith

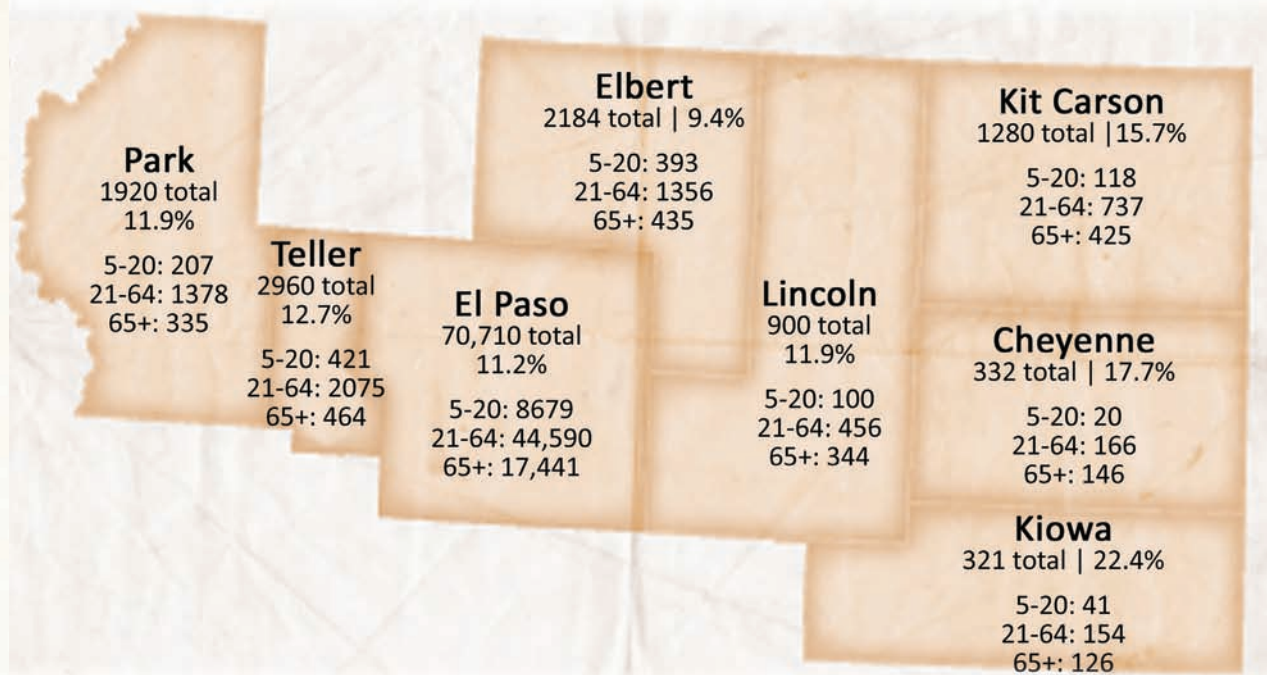
We also would like to thank the dozens of businesses who donated gift cards and merchandise to our ADA Celebration silent auction.

This list is meant to be inclusive of our donors.

If we have forgotten anyone please let us know and please accept our deep regret.



COUNTIES THE IC SERVES, TOTAL NUMBER OF PEOPLE WITH DISABILITIES BY AGE



Based on 2011 Census Data



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