



2019 ANNUAL REPORT



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

CENTER FOR INDEPENDENT LIVING - ADVOCACY
HOME HEALTH CARE - CNA TRAINING - VETERANS



A NOTE FROM THE CEO

Achieving excellence is a tall order, yet examples of our excellence serving people with disabilities were abundant in 2019. I am proud to share a few highlights.

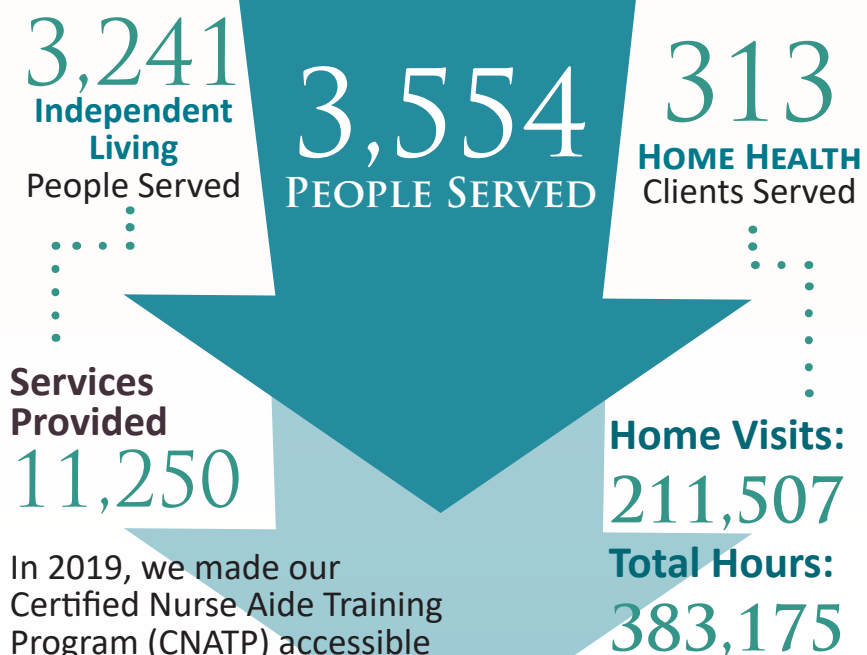
After two years of planning, we officially launched Hospital to Home. The program assists people with disabilities in recuperating at home after acute hospital care. Patients heal faster and expensive or unwanted nursing home placements are avoided.

Our Veteran in Charge program saw a dramatic increase in participation. The work we did allowed 156 veterans to direct their own care while living in the comfort of their own homes.

Through training, education, and making equipment available we have ensured dental and health care services are more disability friendly throughout the Pikes Peak Region.

We are sharing what we have learned with others, helping to change lives and business models across the country, and in doing so, we have become a national model of excellence. Thank you to our consumers, donors, and partners for the part you play in making so many things possible.

2019 HIGHLIGHTS



In 2019, we made our Certified Nurse Aide Training Program (CNATP) accessible to Deaf and hard of hearing students. Rebecca Hull, an employee of The IC and one of the seven Deaf students who completed the course, said the students in her class will make great CNAs. “When it comes to hiring a Deaf or hard of hearing employee, there are barriers, yes,” Hull said. “But The Independence Center can give employers the tools and training to overcome them.”



Our Veteran n Charge (VIC) program is another way we see ability in every person. In 2019, VIC helped 156 veterans live in the comfort of their homes. Through our Independent Living programs, more than 200 veterans received nearly 500 services. One of our VIC consumers, who continues to live independently at home with assistance from the VIC program, celebrated his 100th birthday in 2019. When asked his secret to a long life, Retired Army Master Sergeant Albert C. Mosley said... “Eat good, sleep good, treat everybody good, and be nice and be helpful.”

Saving Grace: H2H Partnership Helps Patients Heal at Home

In the Spring of 2018, Steve Frost had an epileptic seizure while driving, and spent three months recovering at UCHealth Memorial Hospital Central. A month after his release, he had another seizure and spent three more months in the hospital. During his second stay, squatters broke into his mobile home. When a social worker checked to make sure the residence was safe, she found disaster.

Frost, who was medically fit to leave the hospital, had nowhere to live and he didn’t want to go to a skilled nursing facility. With help from the Hospital to Home (H2H) program, a partnership between The Independence Center (The IC) and UCHealth, he’s now home.

Social workers call on The IC when a patient is medically ready to go home, but can’t because of living conditions. Through a \$120,000 award from the Memorial Hospital Foundation, The IC provides case management and resources to improve living conditions and help keep patients out of the hospital.

Mandi Strantz, The IC’s H2H transition coordinator, worked with another local organization to rebuild a shower in Frost’s home through a long-term Medicaid waiver. The IC also sends helpers who go to the grocery store for Frost and prepare meals that he can heat up.

“They were just a saving grace sent by God, literally,” Frost said. “Mandi, she was an angel when she came in the room that morning because I didn’t know what I was going to do. They were telling me that I couldn’t come home because I couldn’t take care of myself.”

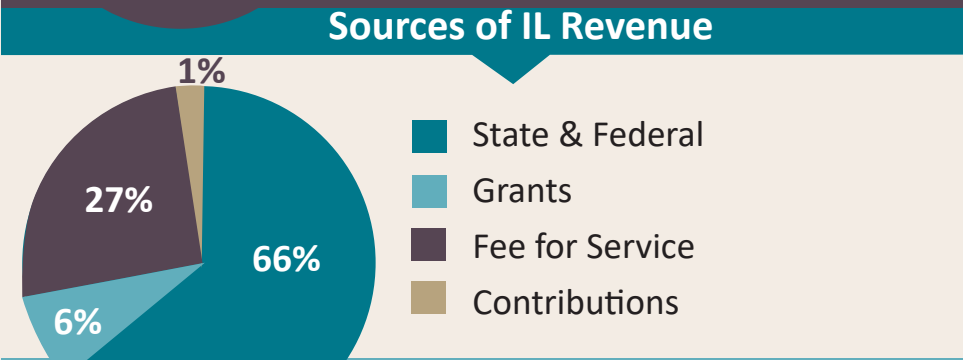
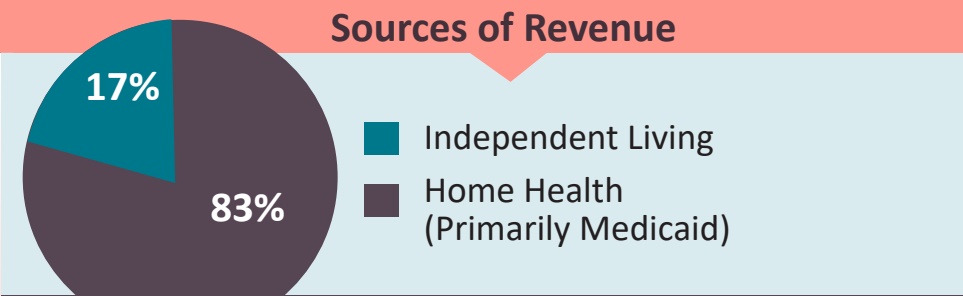
Frost has had two more surgeries in the past year, but he has not been readmitted to the hospital thanks to the low-cost assistance provided through H2H and other community programs.

Because of this important partnership, dozens of people will be helped – people who, like Frost, just want to be home.

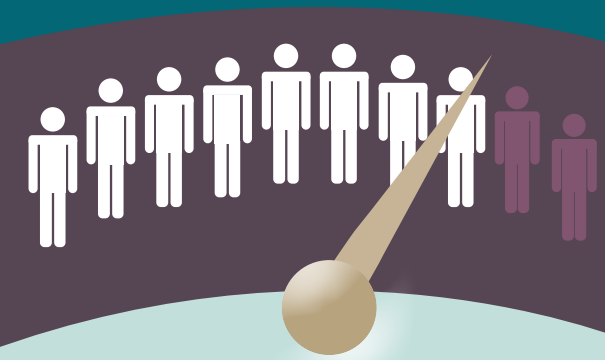
Article adapted with permission from “Breaking down barriers to a safe hospital discharge through a new community partnership and Hospital to Home program,” written by Erin Emery and originally published at UCHealth Today. Read the full article at bit.ly/h2h_uhealth.

FINANCIALS

Net Assets: \$12,563,570



Total Income: \$13,154,744



82% of total revenue are spent on programs benefiting consumers

Expenses by Programs: \$11,069,580
Administrative: \$2,149,097
Fundraising: \$222,113

Total Expenses: \$13,440,790

THE IC SERVICES

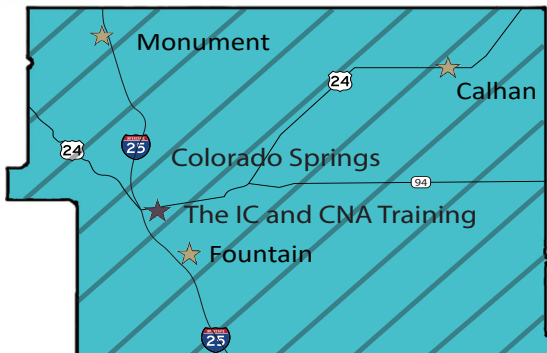
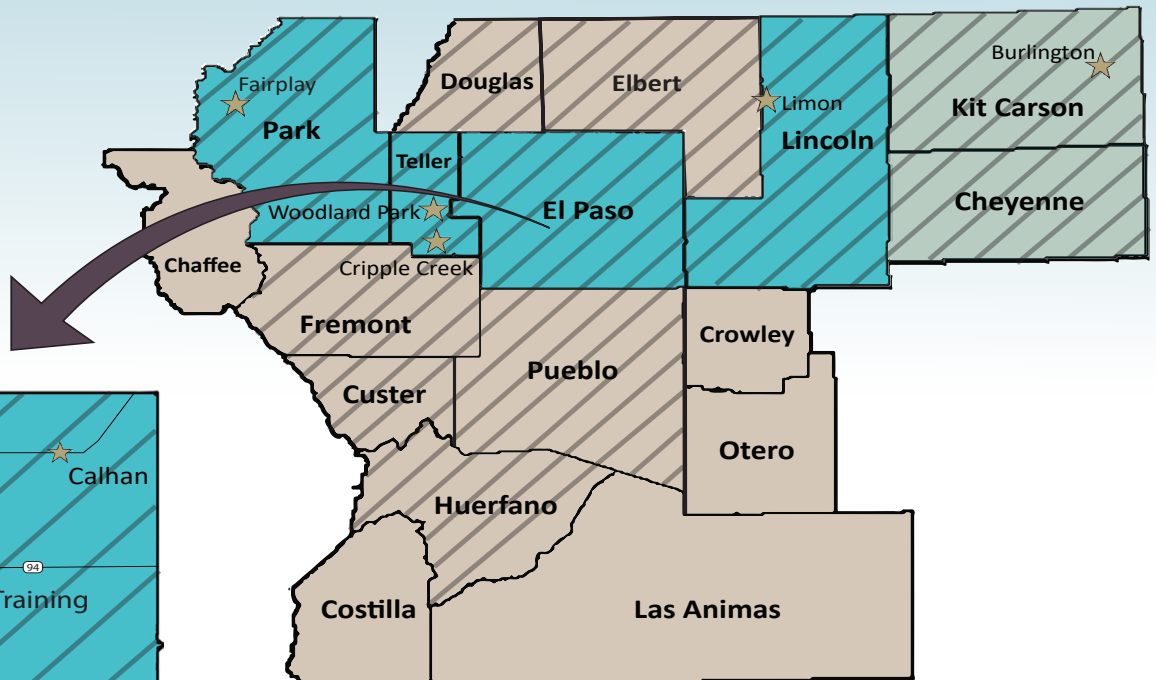
Advocacy
Assistive Technology
Benefits
CNA Training Program
Community Training
Community Transitions
Deaf and Hard of Hearing
Employment

Home Health Care
Hospital to Home
Housing
Independent Living Skills
Information and Referral
Low Vision
Older Individuals with Blindness

Options Counseling
Outreach
Peer Support
Quality Assurance
Youth Transitions
Veteran in Charge

Please visit the-ic.org for more information

- ★ Main Office
- ★ Satellite Office
- Home Health & Independent Living Services
- Independent Living Services Only
- Home Health Services Only
- Veteran In Charge Program



LEADERSHIP

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Dixie Herring, Director of Independent Living
Stacy Poore, Director of Development
Larry Welch, Director of Human Resources
Bill Wengert, Finance & Business Service Director
Michelle West, Director of Marketing and Communications

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