

# 2021 Annual Report

A NONPROFIT  
ORGANIZATION

*the-ic.org*

After the challenges of 2020, The Independence Center realized 2021 needed to be a year of reframing. In psychology, reframing is a process of adjusting one's mindset to look at a situation in a whole new way. Whereas we were able to quickly pivot on the fly in 2020, we knew that 2021 would be about settling into a new normal. We would need to reframe how we did our jobs, offered services, evaluated the needs of those we serve, and leveraged our partnerships in the community. Thanks to a dedicated and adaptable staff and a supportive Board, The IC met and exceeded its goals and expectations throughout the year.

Keep reading for some of our 2021 highlights!

## FINANCIALS

NET ASSETS \$14,076,477

### Income

**FEE FOR SERVICE**  
\$11,775,018

**GRANT INCOME**  
\$1,163,626

**CONTRIBUTIONS  
& OTHER**  
\$63,832

**TOTAL INCOME**  
\$13,002,476

### Expenses

**PROGRAMS**  
\$10,771,102

**ADMINISTRATIVE**  
\$1,971,149

**FUNDRAISING**  
\$253,506

**TOTAL EXPENSES**  
\$12,995,757

## ACCESSIBLE MASK GIVEAWAY

The pandemic brought to light gaps in accessibility, and we looked for ways to reframe the conversation around this issue. One gap was the difficulty Deaf and hard of hearing (DHOH) people faced when trying to communicate in a world of masked individuals. Through a grant from the Pikes Peak Community Foundation Emergency Relief Fund, over 2,000 clear face masks and shields were distributed to DHOH individuals and those who interact with them. One teacher who received the masks called them "a gamechanger."





## Equal Access to Vaccine Resources

With the initial vaccine rollout, The IC identified another gap that needed to be reframed. The IC partnered with El Paso County Public Health (EPCPH) to remove barriers for people with disabilities by creating and distributing a fully accessible video with vaccination information. EPCPH also added an ASL interpreter icon next to clinics that offered the service.

## RE-OPENING BUILDINGS TO STAFF AND VISITORS

About a year into the pandemic, The IC gradually began opening its doors again. This required staff and visitors to reframe what "business as usual" meant. Great care and thought went into creating a plan that ensured the safety of all involved. With precautions in place and many office staff operating on a hybrid model, The IC was successfully able to serve consumers face-to-face again.



## CONNECTION THROUGH CONVERSATION

Reframing an issue often starts with simple conversation. This was the goal of an event organized by The IC that brought together over 50 people with disabilities and 11 law enforcement officers. By sharing tips and lived experiences, the two groups began an important conversation that will make future interactions safer for all.

## CEO TRANSITION

The year ended with perhaps the biggest reframe of all. After 10 years at the helm, Patricia Yeager retired as CEO of The IC, passing the torch to new CEO, Indy Frazee. During her tenure, Patricia was instrumental in modernizing the organization, expanding the services and supports it offers to people with disabilities, and growing its reputation as a trusted resource within the community and beyond. She left a solid foundation for Indy to build on as she leads The IC into the future.

