



independence^{INC.}

MEASURES OF

growth



Independence, Inc.
ANNUAL REPORT 2018

Growth...



Our desire for growth as an organization is this - to identify gaps in services, to extend our reach into the community, to change attitudes and misconceptions that often keep people with disabilities among the isolated and marginalized members of our communities and to grow opportunities, programs and services that maximize the independence of people with disabilities.

Inside these pages you will find growth. We will introduce you to a few of the many stories of change and progress happening in our organization, our communities and in the homes and lives of our consumers through the work we carry out daily in and around our communities. Flip through these pages and help us to celebrate this growth and acknowledge our community partners, supporters, volunteers and donors who walk alongside us and help make these transformations a reality.

Growing Access



1,332

total services
provided by core
services staff

↑ 25%



*Alise Fears, relaxing at home after a visit from
Independent Living Specialist, Staff Johnson*

Independence, Inc. is part of a nationwide network of agencies working to ensure that people with disabilities have opportunities needed to live independently. Having access to affordable healthcare is just one crucial element.

When Ottawa, Kansas resident, **Alise Fears**, received notification that KanCare was terminating her health care policy, she was taken by surprise as this seemed like a big mistake. Alise turned to Independence, Inc. for help in knowing her rights, understanding the KanCare application process, whether or not she still qualified, and how to dispute the cancellation. Staff Johnson, Independence, Inc. Independent Living Specialist, assisted Alise with this process and after a couple of months of working with KanCare, the policy was reinstated and Alise was able to maintain her coverage!

Growing Relationships



121

youth served
through employment,
transition &
mentoring programs



Angel Fitzgerald, Lawrence, prepares a fish bowl at PetWorld,
as part of a job he secured after his YEP! work trial

At Independence, Inc., our Youth Employment & Disability Mentoring Day Programs are all about one thing: building relationships to help encourage, foster and grow job-readiness. From skill-building, to resume building to job search and beyond, we are with you every step of the way!

The Independence, Inc. Youth Employment Program (YEP!) helps youth transition from school to the work force with an 80 hour work trial, paid for by Independence, Inc., at a business within our community that provides experience and hands-on training. Ranita Wilks, our YEP! coordinator, offers support in job-readiness skills, resume' building, the application process and more. **Angel Fitzgerald**, YEP! participant, gained valuable experience through his work trial and has now secured employment at Pet World, Lawrence, where he is hard at work at a job he loves!

Growing Capacity



27

consumers received
housing & home
modification
services



Annie Ross and her family enjoy the sunshine and safe entrance to their home with a new front porch and ramp

Our Accessible Housing Program received a \$50,414 community development block grant from the City of Lawrence in August 2018, the highest level of funding we've received since the program began in 1989.

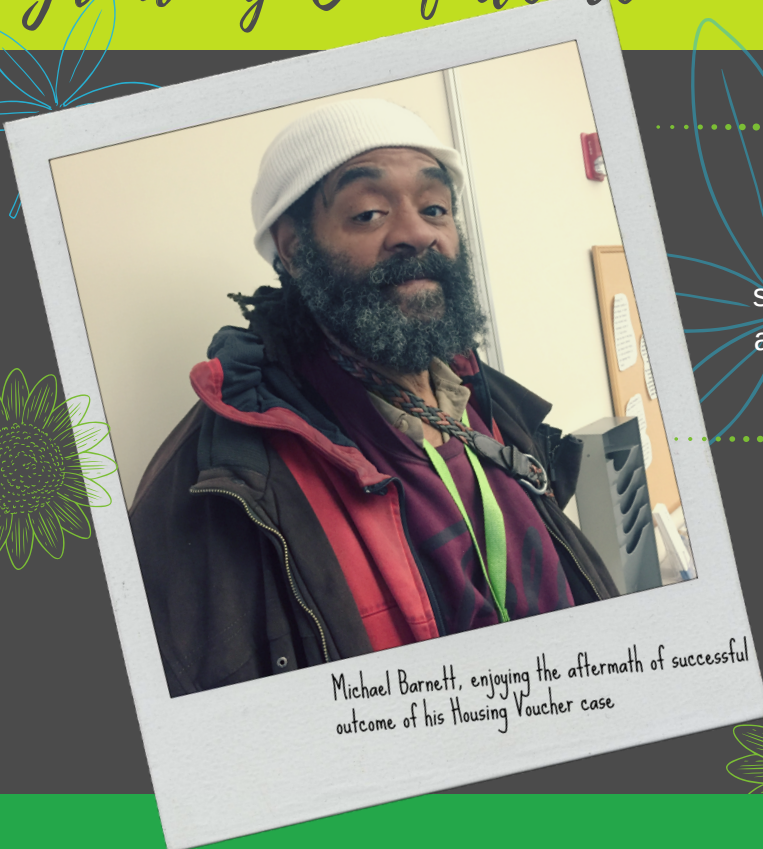
The Independence, Inc. Accessible Housing Program (AHP) assists renters with disabilities and low incomes in Lawrence, Kansas make needed accessibility modifications in their homes. From bathroom and kitchen remodels to wheelchair ramps and hand rails, safe access into and around one's home is an integral part of independent living. **Annie Ross** (pictured with her family) needed assistance with building a wheelchair ramp to her home to accommodate advancing mobility challenges. Independence, Inc. was able to oversee the installation process leaving Annie with safe access to her home.

Growing Confidence



34

consumers
served through
advocacy/legal
services



Braided throughout our mission is the fight for civil and independent living rights for all individuals. It's imperative for people with disabilities to learn how to exercise these rights, use mediation to resolve differences and, when necessary, seek legal recourse. We provide information, referrals, advocacy and support, every step of the way.

Michael Barnett, Lawrence, has been homeless for nearly 4 years, since his housing voucher was revoked in 2015. Our core services staff in collaboration with the the Disability Rights Center, Bert Nash and Lawrence-Douglas County Housing Authority, worked to provide advocacy, support and legal representation as Michael fought for his housing rights. Not only did Michael's case end in a successful hearing with a re-instated housing voucher, but he is now well-positioned for reaching his new goal of permanent housing.

Growing Community



17

total community
advocacy efforts
worked on in
2018



Even this pooch is enjoying access to the
Mary's Lake dock! October 1, 2018

We are in our communities working for access and independence for all. Everyone has the right to equal access to their home, community and the world in which they live. Equal access to recreation is no exception. When Kevin Smith, member of the Independence, Inc. Access Task Force, noticed needed improvements to the fishing dock at Mary's Lake, he did what comes naturally to him - advocacy.

Mary's Lake, a small fishing pond and dock near the Prairie Park Nature Center in Southeast Lawrence, had, over time and changing water levels, developed some accessibility issues which resulted in an unsteady ramp and one too steep for wheelchair users to safely access it. Smith approached the City of Lawrence Parks and Rec Department with the concerns and set a resolution in motion. Thanks to advocacy in action and the conscientious response of the City of Lawrence, the new dock now has a fully accessible ramp (pictured above) for all to enjoy!

Growing Independence



931

consumers
assisted through
Information &
Referral Services



Independence, Inc. volunteer staff, Athena Johnson,
talks with Sally Thurston, personal care service worker

Our Information and Referral Service is available to assist anyone needing information on agency or community resources and programs. Staff members are available over the phone or to meet face-to-face in order to problem-solve issues and seek resolution. Referrals are based on need and circumstance and are made to Independence, Inc. staff or, when appropriate, to other community agencies.

Whether in-person, over the phone or visiting us on the web, our skilled staff are available to assist consumers with a broad array of independent living and disability-related needs, questions and issues. From accessibility questions to employment needs, health-care issues to age-related concerns, we have information and assistance you need! Pictured above, Athena Johnson, Independence, Inc. front desk volunteer, directs Sally Thurston, a personal care service worker, to the appropriate staff to assist her with application process.

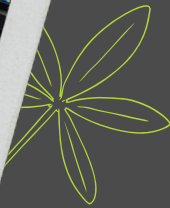
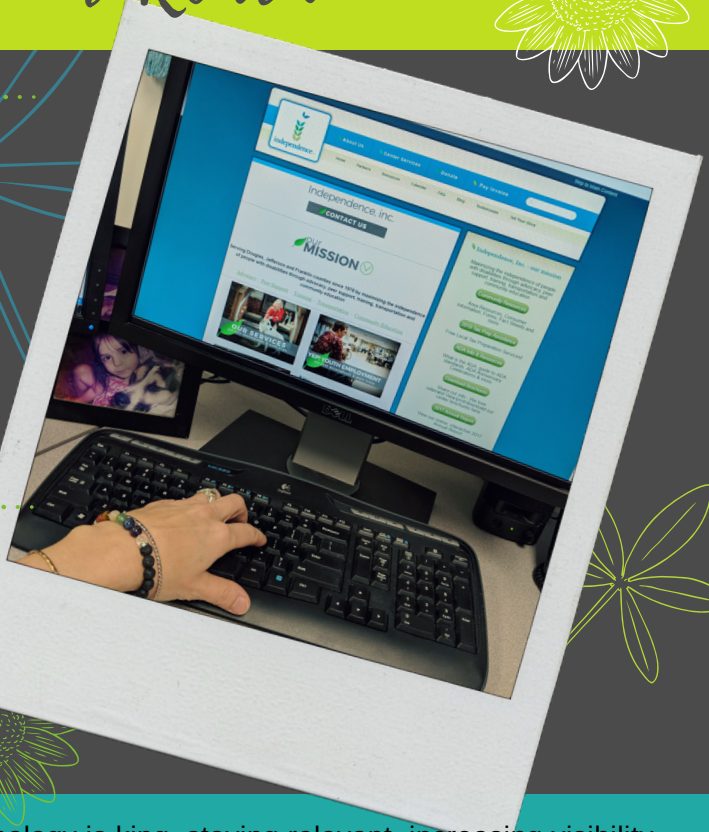
Growing our Reach



9,021

website sessions -
Visitors spent over
46,000 minutes
looking for
independent
living information
and resources

↑ 7%



In a world where technology is king, staying relevant, increasing visibility and outreach as a non-profit resource center can be a challenge. Adaptability is key. 2018 was a period of growth in our web presence, with more user-friendly, content rich and relevant sites for our consumers.

It's in the numbers. 60% of our website users now find us through organic search - What does this mean? We are visible and have a valuable web presence! We are hard at work making sure we are able to respond to the needs of our consumers whether in person or via the web.

- 6,566 users (up 3.34%) and 9,021 sessions (up 7%)
- Avg. of 4 pages viewed per session (up 10.5%)
- Avg. session duration over 5 min. (up 22.25%)
- 12% increase in web visitors who found us through direct search. This means we are gaining visibility in our communities and they know where to find us!
- Our biggest area of virtual growth? Number of users who came to our website through our social media campaigns: 155% growth in pages visited and 155% growth in session duration!

Growing Commitment



90

consumers served
through Financial
Management
Services (FMS)



Business & FMS payroll manager, Joyce Ward (left), assists Susan Krause in finalizing her contract with a newly-hired Personal Care Service Worker for her daughter, Sarah

Directing one's own personal care is an essential component of Independent Living and we continually foster and grow our commitment to promoting such self-direction for people with disabilities. Through our Financial Management Services, eligible Medicaid recipients under the HCBS waivers, hire, train and supervise their personal care service worker. We prepare payroll, file returns and taxes and offer information and assistance to anyone involved in the directing of the care.

Susan Krause, Lawrence (above), works long and hard to find, train and retain quality care and assistance for her daughter, Sarah, an adult with Autism. With guidance from Independence, Inc. staff, Susan was able to complete and turn in the necessary forms for Sarah's new Personal Service Care Worker, who has already proven to be a great fit for Sarah! Independence, Inc. will handle all of the paperwork and will process payroll and taxes to ensure a smooth transition for Sarah and her new PCSW!

Growing Mobility



6,861

total rides given
through our
General Public
Transportation

↑ 12%



Independence, Inc. driver Jeanna Lee, assists a consumer out of the van during a ride to a medical appointment

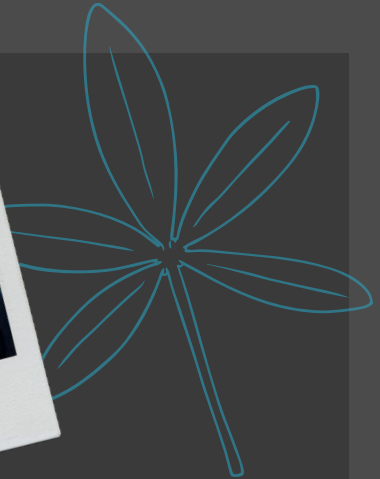
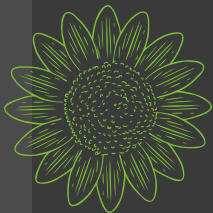
Here's what people are saying: "We needed transportation to and back home from a doctor's appointment. The whole process was easy and painless. The drivers were wonderful and treated us with respect. We will definitely use your services in the future, recommend you to our friends and donate to your organization. Thank you for being available to serve our disabled population!" - Google Review, Lori Hanson

Even with the long cold winter of 2018, the Independence, Inc. Transportation Team stayed at the top of their game with a 12% increase in rides for the year! From shopping trips to visiting family, and doctor visits to recreation and entertainment, our General Public Transportation, complete with fully accessible vans, will get you where you need to go. We even do out-of-town medical rides to Topeka and Kansas City. Rain, shine, snow or cold, our trained drivers are ready to serve your transportation needs!

Our Mission...

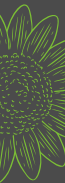


Our mission here at Independence, Inc. is to maximize the independence of people with disabilities through advocacy, peer support, training, transportation and community education.



A Note from Our Director

Dear Friends: Thank you for your continuing support. Our organization is growing because of people like you who believe in supporting the work of Independence, Inc. in our communities. Disability advocacy and independent living are key components to the independent living philosophy, which upholds that people with disabilities are the best experts on their needs. The services we provide are about making an impact. Independence, Inc. was created to be run by and for people with disabilities, and offers support, advocacy and information on empowerment in attaining independence from a peer viewpoint. Together we are positioned to grow even more in 2019!



Meet Our Board

Seth Stillings
President

Angela Motsinger
Vice President/Treasurer

Terry Maines
Secretary

Nancy Hause | Dennis "Boog" Highberger
Robert Hutchison | Susan Johnson | Dustin Stumblingbear
Craig Weinaug | Deb Young

Thank you to our Donors!



Your support is a vital part of our organization and plays an integral role in the advancement of our mission and in the work we do daily.

Amy Ballinger
Anju & Sanjay Mishra
Audrey Kamb-Studdard & John
Studdard
Austin Turney
Barbara Watkins
Bernard Judge
Bill & Cindy Self
Brian & Deborah Norwood
Bruce & Jeanie Bundy
Bruce Passman
Captain & Kitty Gray
Cathy Reinhardt
Cindi Hickey
Cindy Williams
Cynthia Lewis
Dana Fertig
Deb & Bob Werts
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Dennis "Boog" Highberger
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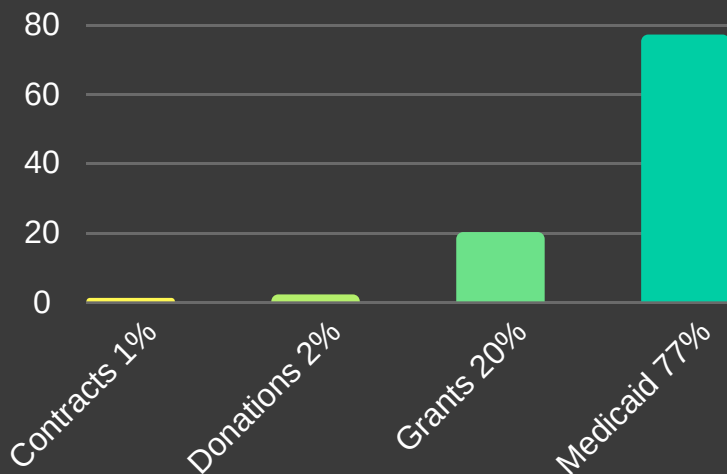
Financial Statement



2018 unaudited Statement of Revenues and Expenditures

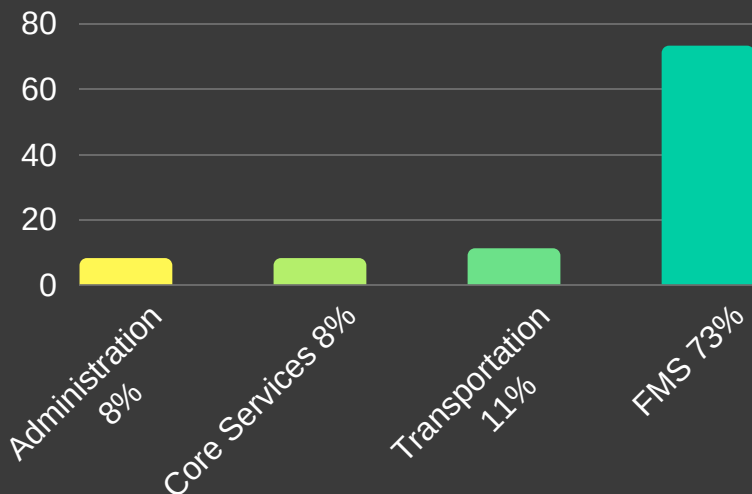
Sources of Revenue

(Total operating revenue = \$2,538,905)



Operating Expenses

(Total operating expenses = \$2,593,070)



We Need You!



We invite you to become an integral member of our family of support. We rely on the generosity and partnership of people just like you who support our mission through financial contribution. Please join us in keeping our services active and growing!

VISIT OUR WEBSITE & GIVE ONLINE



For safe and secure online giving, please visit our website www.independenceinc.org. Prefer Facebook? We have a donate button on our page. You can also sign up for our quarterly e-newsletter www.facebook.com/independenceincCIL/

YEAR-END DONATIONS

Become a valued member of our team by supporting us during our year-end campaign. Look for our letter in December. Not on our mailing list? Contact Amy Ballinger, Community Engagement Manager, 785-841-0333 ext. 119 or aballinger@independenceinc.org to receive our year-end mailing or to get on our year-end email list.

PLANNED GIVING

Leave a legacy of lifetime influence in the disability community by contributing to our mission through a planned gift. Find out how, including the financial benefits to YOU, by contacting Chip Blaser, Executive Director of the Douglas County Community Foundation. chipblaser@dccfoundation.org or 785-843-8727 and ask about contributing to Independence, Inc.

SPRING CAMPAIGN

Our mid-fiscal year campaign is a vital part of our fundraising plan and a great way for YOU to help encourage and support our efforts to finish the year strong with our programs and services. This year, we are asking for our Spring donations along with this report. If you will consider giving during this campaign, visit our website for fast and secure online giving or look for our Spring Ask letter in the mail. We need YOU!



For a complete list of our services, contact us, walk-in, or visit our website
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