



impact

Behavioral Health Partners

— ANNUAL REPORT 2020 —

A LETTER FROM OUR EXECUTIVE DIRECTOR

**PATTI
CAPOUCH**



First and foremost, I hope this letter finds you safe, healthy, and remaining hopeful during this difficult time.

As Impact Behavioral Health Partners ends its fiscal year, we are living in a time and place that is remarkably different from anything we could have envisioned.

Just a few short months ago, it would have been impossible to imagine that our country would shut down due to a global pandemic, and our whole way of existing in the world would be turned on its head.

When state and local officials responded to the COVID-19 pandemic with stay at home orders and the closure of Impact's offices, staff mobilized to continue providing services. We focused on ensuring participants had access to food and medication and felt safe and supported during this overwhelming time. We have continued to find creative ways to serve and meet with participants in ways that prioritize the health and safety of our participants and staff.

While still adapting to the new reality of COVID-19, our nation also witnessed unthinkable acts of violence--notably the senseless murders of George Floyd, Ahmaud Arbery, and Breonna Taylor. These acts of violence represent only the most recent episodes in our nation's dark history of racism

and oppression against Black, Indigenous, and People of Color.

The systemic and institutionalized racism that pervades our society has especially dire consequences for those living with mental illness: people who are in mental health crisis are 16 times more likely to be killed during an encounter with law enforcement than the general public.

While we humbly and critically reflect on our own place in a country that has experienced atrocities and violence, we hope this is also a moment to find strength, purpose, and resilience. To put our values into action, we have strengthened our commitment to diversity, equity, and inclusion in our work with our participants, our staff, our board, and our community.

Now more than ever, our work is urgently needed to ensure the stability and wellbeing of those we serve. Despite the challenges that our community has faced, we are proud of all that donors like you have helped us accomplish. Please take the time to read this report so you can see the results of your support and generosity.

With gratitude,

A handwritten signature in black ink that reads "Patti Capouch". The signature is written in a cursive, flowing style.

EMERGING NEEDS AND COVID-19 RESPONSE

In the beginning of the COVID-19 crisis, Impact staff focused on managing the stress and uncertainty of participants and pivoting to provide more practical support. Impact facilitated grocery and medication delivery, purchased cleaning and disinfecting supplies, and coordinated medical services for participants, including hospital discharges for participants recovering from COVID-19.

Presently, Impact's focus has shifted to sustaining the existing services of participants over the long term and growing our remote offerings and programs. Impact has engaged community partners to help supply all Housing Program participants with free internet-enabled devices and access to high speed internet services. Participants will not only have video access to doctors and counselors, but also be able to speak to and see the faces of loved ones, keep up with crucial news and health information, and engage in a necessary respite and escape from the world outside.

35 HIGH RISK PARTICIPANTS RECEIVED GROCERY DELIVERIES

100 PARTICIPANTS SUPPLIED WITH PERSONAL PROTECTIVE EQUIPMENT AND SANITIZING SUPPLIES

2,351 HOURS OF PHONE AND TELEHEALTH SERVICES PROVIDES



WASH YOUR HANDS



USE SOAP



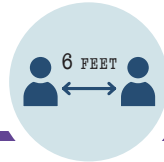
AVOID CROWDS



WEAR A MASK



AVOID HANDSHAKES



SOCIAL DISTANCING

HOUSING SERVICES PROGRAM

Impact's Housing Services Program provides affordable permanent supportive housing to low-income individuals living with mental illness, many of whom enter housing from chronic homelessness. The program provides a stable foundation so participants can focus energies on recovery, rather than where they will find shelter for the night.

After spending many years crashing on friends' couches, in and out of shelters, and on the street, Roberta just celebrated her one-year anniversary in Impact's housing program. Having an apartment to call her own has allowed her the space and safety to focus on herself and work towards health and healing.



What is **HOUSING FIRST?**

Impact's housing program operates with a Housing First model, which means there is an emphasis on personal choice and autonomy, and no requirements that participants must meet before moving into permanent housing, such as sobriety, stays in transitional programs, or mandatory counseling. With the basic need for shelter met, participants can begin to work on issues like mental health, addiction, and employment.

“

I've moved more than 40 times in my life because I didn't have money or support to put down roots... [I was] living on food pantries, the kindness of strangers. [I was] sleeping on sofas and floors.

-INGRID

22,086
NIGHTS OF SHELTER
PROVIDED

**IMPACT PARTICIPANTS
REMAIN HOUSED
33%**
LONGER THAN THE
NATIONAL AVERAGE FOR PSH

CLINICAL & NURSING SERVICES

Impact's Clinical Services Program provides individualized mental health services to all participants in the agency's Housing Services Program, along with individuals residing in the community. Clinical services are evidence-based, trauma informed, person-centered, and low-barrier.

To provide holistic, wraparound care, Impact has one full-time and one part-time nurse on staff, working one-on-one with participants to address physical health issues, which frequently co-occur with mental illness.

When Joseph came into Impact's program, he had already been kicked out of two apartments, and felt like he was "being set up to fail." Though he was skeptical of Impact's clinical services at first, he gradually began opening up to his clinician. Eventually, he revealed he was living with several painful, chronic medical conditions that were not being treated. Joseph's clinician worked with Impact's nurse to help get him comfortable with visiting the doctor for the first time in years.

“

[I have] a support team with Impact that I can trust to call me on things and remind me and support me to want more and try to reach for more.

-INGRID



of nursing services delivered to 148 participants



of clinical services delivered to 131 participants

EMPLOYMENT SERVICES PROGRAM

Impact's Employment Services Program helps individuals living with mental illness obtain competitive, stable employment. Dedicated employment specialists provide individualized support to help participants find meaningful employment opportunities that consider their unique strengths and challenges. This past year, Jared kept a job for over three months for the first time and has since worked his way up to shift manager.

“

I've been out of work since 2013. It was difficult because I didn't have any resources. The vocational services never called me back. It was just a very long process with lots of paperwork, no success whatsoever. I was on disability for years. I couldn't find a job that suited me. They always said no...I had difficulties [with] self-confidence issues. If I can do it, anyone can. I would've never imagined myself achieving this goal if I didn't have [my employment specialist's] help in boosting my confidence up.

-SHANNON

“

[My goal was] to find work where I would be fulfilled, make a decent amount of money, and be good at. That was very important to have the fulfillment. It's not always about money, it's mostly about being useful, knowledgeable, and helpful... [my employment specialist] carefully listened to my needs and understood my goals and realized what my strong points were helped her find the perfect position for me.

-OLGA

How does the Employment Services Program work?

Impact's Employment Services Program utilizes the evidence-based model of Individual Placement and Support (IPS), which is highly effective in helping individuals with serious mental illness find and maintain meaningful employment. Impact's IPS employment program integrates with an individual's existing treatment support and has been shown to have a significant positive effect on obtaining employment, tenure, and income.



**STATEMENT OF INCOME & EXPENSES
(UNAUDITED)**

FINANCIALS

**JULY 2019 THROUGH JUNE 2020
ACCURAL BASIS JUL '19 - JUN 20**

ORDINARY INCOME/EXPENSE

INCOME		% of total
FEDERAL GRANTS	822,113	31%
STATE GRANTS	190,420	7%
CITY GRANTS	65,635	2%
MEDICAID(FEE FOR SERVICE)	594,026	22%
EMPLOYMENT DRS MILESTONES & FIDELITY REVIEW (FEE FOR SERVICE)	380,392	14%
DONATIONS		
(INDIVIDUAL & CORPORATE)	154,925	6%
IN-KIND DONATIONS OF SERVICE	46,645	2%
FOUNDATION GRANTS	204,231	8%
OTHER	29,908	1%
PARTICIPANT RENT.....	195,146	7%
TOTAL INCOME	2,683,441	

EXPENSE

INCOME		% of total
PROGRAM SERVICES (CLINICAL AND EMPLOYMENT)	1,177,447	46%
HOUSING SERVICES	809,041	31%
DEVELOPMENT	117,845	5%
ADMINISTRATION	466,504	18%
OTHER.....	13,813	1%
TOTAL OPERATING EXPENSE	2,584,650	
NET ORDINARY OPERATING INCOME	98,791	

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