ANNUAL REPORT 2021

SERVING THE COMMUNITY FOR 33 YEARS

impact
Behavioral Health Partners

DEAR FRIENDS,

Without a doubt, 2020 was one of the most challenging years we have ever experienced at Impact. In the face of those challenges, however, were many signs of resilience, ingenuity, and growth in our participants, our staff, and our communities.

Impact staff's determination and flexibility ensured our participants had access to food, medications, and personal protective equipment throughout the height of the COVID-19 pandemic. Participants quickly adapted to phone and telehealth services while dealing with many unknowns and heightened anxieties related to housing, employment, and mental health. To further ensure the health and safety of staff and participants, Impact hosted two onsite COVID-19 vaccine clinics.

Impact's reach grew as we opened up our clinical and employment programs, bringing much needed behavioral health and employment services to communities hit the hardest by COVID-19. Our Dartmouth College-developed Employment Program continued to accrue national recognition and accolades as it cultivated innovative Federally Qualified Health Center (FQHC) partnerships. Based on these partnerships, Impact was chosen to participate in our second highly selective national research study; look for more details on these exciting developments on page 4 of this report. We also expanded our footprint into Skokie by adding another residential building to our Housing portfolio and plan to begin providing housing to homeless or unstably housed families living in Evanston before the end of the year, fulfilling a longtime dream of Impact's founders to serve families.

This past year also saw Impact's board and leadership team look inward and critically examine the ways we practice our commitment to racial equity as it relates to our participants, our staff, and our work. With the assistance of the YWCA Evanston/Northshore's Racial Equity Team, Impact's staff and board are actively engaged in work to better embody our values of diversity, equity, and inclusion (DEI) within our workplace and in our community.

This year has made clear the critical and universal importance of mental health for individuals and communities. Your support has helped ensure the resilience of our participants and staff members, while enabling us to serve even more individuals in need.

Thank you and be well.

Patti Capouch
Executive Director

Kathleen M. Gillespie
President, Impact Board of Directors

OUR IMPACT GREW

COVID-19 has been a difficult experience for both Impact and staff alike. However, through these challenges Impact brought stability, hope, and resilience to over 300 individuals in the Chicago area over the past 12 months. Impact's unique and flexible approach to addressing the emerging needs of participants allowed us to step up and serve the community in its time of greatest need. Alongside delivering high-quality housing, clinical, and employment services, Impact partnered with other local health and social service agencies to ensure that no individual was left without a safety net.

National organizations also started taking notice of Impact, too: Impact's Employment Services Program was chosen as one of only 14 agencies nationwide to participate in a research initiative with the MDCR Research Group aimed at studying the benefits of supported employment.

Agency

338
Number of participants served

10,551
Number of telehealth services provided

Housing

62
Number of participants served

21,847
Nights of shelter provided

97%
Percent of participants stably housed

Clinical/Nursing

3,441
Hours of clinical services provided

71
Number of participants receiving nursing services

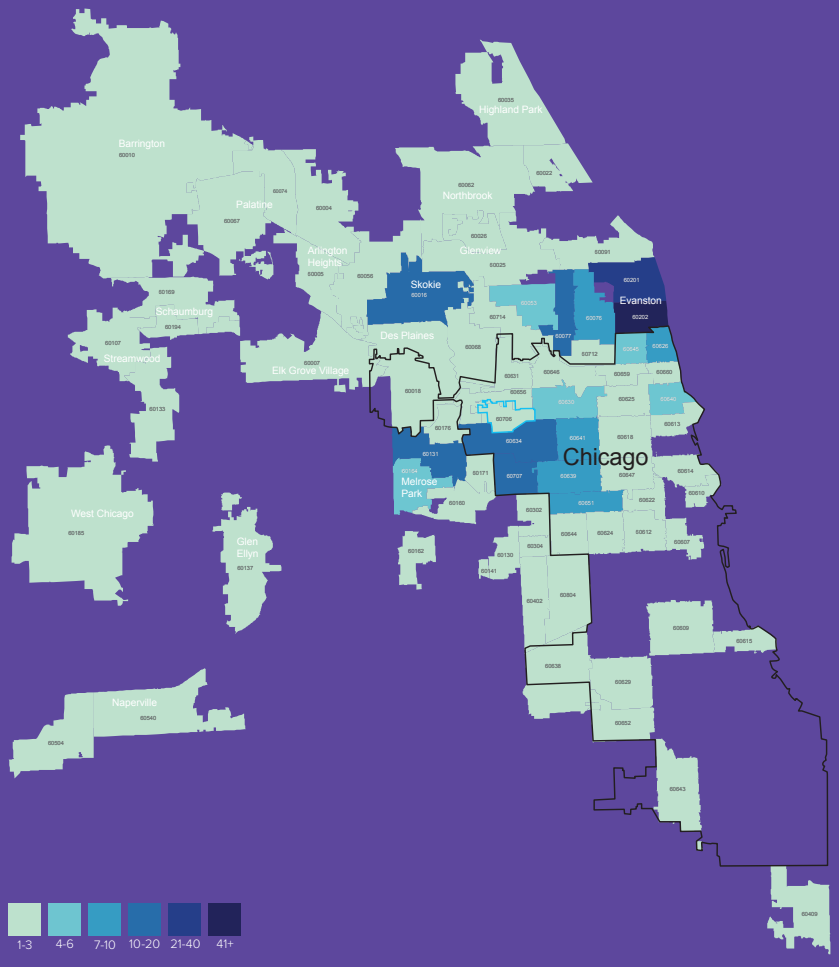
Employment

258
Number of participants served

65
Number of participants who found employment

43
Number of participants who remained employed 90+ days

OUR REACH EXPANDED



From its founding in Evanston in 1988, Impact has continued to grow to meet the need for services throughout Chicago and its surrounding area, steadily growing its footprint and expanding as the need for services grew.

This year more than ever, Impact has focused its efforts on serving the most vulnerable—those at risk of eviction; those whose mental health has been hit hard by the many sources of stress, anxiety, and isolation we have all endured; and those who experienced a sudden loss of income or employment.

Impact's Agency Partnerships

This past year, Impact's footprint has expanded farther into Chicago through unique partnerships with several Federally Qualified Health Centers (FQHCs), including Erie Family Health and PCC Wellness. These affiliations helped ensure access to employment and healthcare services for people living in historically under-resourced neighborhoods. Many of these areas were hit especially hard by COVID-19: the Austin neighborhood in particular experienced a 22.6 percent unemployment rate.

A PLACE TO LIVE

The past year was an exciting time for Impact's Housing Services Program. In January 2021, Impact received funding from the Illinois Housing Development Authority to construct a new 16-unit apartment building in downtown Skokie. In March, Impact acquired an additional 6-unit building in Skokie with support from the Reva and David Logan Foundation.

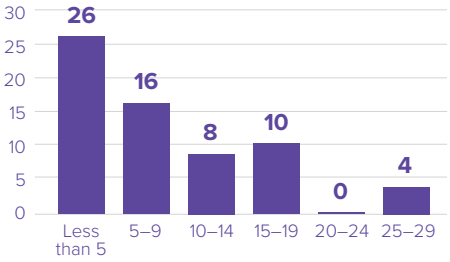
Together, these new buildings will provide permanent housing for over 20 individuals and free up space in multi-bedroom units in Evanston to start housing families, which has been a longtime goal of Impact's. The new Family Supportive Housing Program will officially launch before the end of 2021 to provide wraparound services and long-term housing to families at risk of homelessness that include a parent or guardian who is living with mental illness.

In addition to providing 62 individuals with safe, supportive, and permanent housing during last year, Impact also offered eviction prevention services to participants across all of Impact's programs. Impact's housing stability specialist screens incoming participants for potential service needs and coordinates with Impact's clinicians and employment specialists to provide housing-related resources to non-residential participants as well.

"Ensuring a permanent roof over your head makes it possible for our participants to focus on their mental health with the clinical and health services we provide."

–Vince Heneghan, Director of Operations, Impact Behavioral Health Partners

Length of Participant Stay in Impact Housing (in years)



Mean: 8.7 years
Median: 6.4 years

Above: Michael Morrow and Diane Krier-Morrow

Michael's sister, Mary Pat, was a resident in Impact housing for 10 years.

A Thankful Family—Mary Pat's Story

Mary Pat started experiencing symptoms of mental illness in her 20s, and bounced between apartments, treatment programs, and abusive relationships for several decades. Michael and his other siblings did what they could to support Mary Pat, including taking in her young son and finding her new housing, but she continued to struggle with her mental health and independent living.

When Mary Pat was in her 40s, she entered Impact's Housing Services program. At Impact, she had an attentive caseworker, therapeutic services, and a strong community of participants, one of whom became an inseparable friend.

After decades of stress and worry, the supportive environment of Impact was a huge relief for Mary Pat and the family that cared for her. While in Impact, Mary Pat flourished, participating in art therapy; rediscovering her creativity through writing, music, and cooking; and having easy access to clinical and nursing support when she needed it.

Eventually, Mary Pat's physical health began to decline and she moved to a nursing home until she passed away in 2020. Her family remains incredibly grateful for the stability, friendship, and joy she found over her many years at Impact.

A CLINICAL BENEFIT

Impact's clinical team is composed of a highly trained staff of Masters-level clinicians, a full-time registered nurse, and a part-time psychiatrist. Together, they provide a full spectrum of individual counseling and therapy, medication management, case management, and health care coordination that supports the unique needs of each individual participant.

This year demonstrated the adaptability and resilience of both Impact's participants and clinicians as they quickly pivoted to providing a full range of telehealth services and made sure participants' emerging needs were being met. Whether it was dealing with the mental and emotional rollercoaster of the past year or coordinating the hospital discharges of participants with COVID-19, Impact's clinicians were available to provide the care and support participants needed, when they needed it most.

The Clinical Services Program's approach to mental health care proved highly effective during the uncertainty surrounding COVID-19, with thousands of hours of clinical care provided over the past 12 months. To expand access to mental health services for low-income individuals, Impact's clinicians stepped up to reach even more members of the community in Evanston and beyond, taking referrals from local social service organizations such as the YMCA and Connections for the Homeless.

"I don't know where I'd be right now if it wasn't for the people at Impact. They have given me structure and have been the supportive backbone of my life."

Joseph, former Impact Housing participant

Above: Impact resident Joseph

Learning Resilience—Joseph's Story

Joseph became homeless at the age of 18 after the death of his father. Soon after, his family home was lost in foreclosure and he was without a place to live.

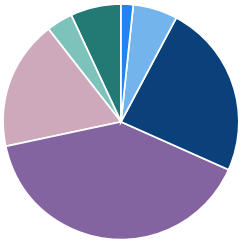
In 2017, Joseph was introduced to Impact and its programs by his mother, from whom he had been estranged for many years. With a roof over his head and stable housing, Joseph was able to work with his clinician on his depression and anxiety that had been aggravated by the trauma he'd experienced as a teenager.

Joseph also turned his attention to finding a job, and with the help of Impact's Employment Services Program, he found a fulfilling job that gives him some financial independence. "Having affordable housing means I don't have to work two full-time jobs just to pay the rent," Joseph told us. "And it gives me time to focus on my health."

Joseph has career goals that he's working toward. He has a job that he has a passion for but is also looking for a new opportunity. He plans to enroll in college courses and is moving into his own apartment this fall. Even as he grows more self-sufficient, he will retain access to his clinician for ongoing support.

A PURPOSEFUL LIFE

Participant Education Level



8th grade or less	6
Some HS, no diploma	20
HS diploma or equivalent (GED)	78
Some college, no degree	131
Bachelor's degree	58
Technical/trade/vocational training	12
Masters, professional degree, or higher	22

"Having [my employment specialist's] support made me feel like I had somebody in my corner who really wanted to see me succeed."

Grant, Employment Program participant

During the COVID-19 pandemic, unemployment became an urgent national issue as businesses shuttered and consumer needs changed rapidly. Across the country, many lost their career footing after experiencing layoffs, furloughs, and sharp reductions in hours: Impact's participants were no different.

The Employment Program's focus this past year was supporting those most impacted by employment instability, and increasing the number of participants served, especially in the most hard-hit communities of Chicago through service partnerships with PCC Wellness and Erie Family Health Centers.

With many libraries closed or working with reduced capacity, Impact purchased laptops for participants to search for jobs online, update their resumes, and interview for jobs virtually. To ensure everyone returning to the workforce was safe and protected, Impact's participants also worked with our program nurse to come up with strategies to assess COVID-19 risks and mitigate those once back in the workplace.

Though this year presented many challenges, there were plenty of successes. We served more participants in the Employment Program than ever before, with 65 individuals finding employment. Participants like Grant were given the encouragement and support they needed to get back on their feet.

Finding Gratifying Work—Grant's Story

After spending 18 months out of work since getting furloughed at the start of the COVID-19 pandemic, Grant was eager to start working again. But like many others during the past year, the stressors and continued isolation caused by the pandemic wore on him.

After so many months at home, the thought of re-engaging with the outside world left Grant feeling anxious and overwhelmed. Grant's therapist referred him to Impact's Employment Program for help finding employment and mentally preparing him to rejoin the workforce. Grant's employment specialist, Maddy, provided him with resume assistance, job leads, and valuable feedback during his job search and interview preparation.

Grant has an art degree and a lifelong love of comics and illustration. He was looking for a job in a creative-adjacent field that would allow him to stay connected to his passions. Maddy worked with Grant to research jobs and narrow down his options. After just a few months of applying for jobs, Grant got an interview at an art supply store and was quickly hired.

In his new role, Grant feels capable and confident. He is finding fulfillment interacting with customers and helping them with their creative projects. He is incredibly grateful for the support and encouragement he received through Impact's Employment Program.

HELP US REACH MORE PEOPLE AND FAMILIES IN NEED

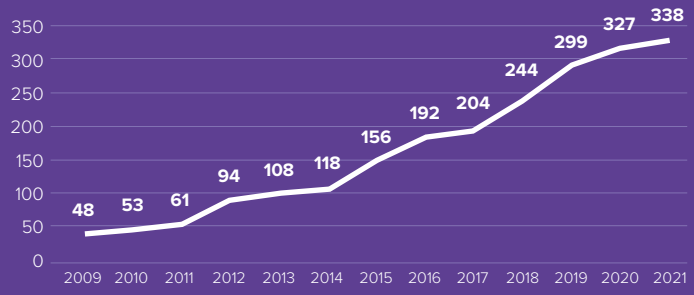
"The work [Impact does] is essential, and a critical part of our patients' recovery. It fills their lives with purpose."

Sergio D. Hernández, LCPC, NCC, CADC, RYT
Behavioral Health Consultant
Erie Family Health Centers

Now more than ever, your gift to Impact will help ensure participants receive vital services to live full, independent lives in their communities. Your contributions to Impact will go toward ensuring access to comprehensive housing, clinical, and employment services to those who have been hit the hardest by the instability and challenges of the past year.

Impact is growing—we are reaching more communities in Chicago and beyond and expanding our programs to house families at risk of homelessness. With your support, Impact will continue to be a place where participants find purpose, stability, and a permanent home.

Number of Participants Served



Growing Need

Every year, Impact serves more participants throughout the Chicagoland area, and the interest in Impact's services continues to grow. The need for permanent, affordable housing; job opportunities and support; and a wide range of mental and behavioral health services has never been more urgent. With your help, Impact can leverage its 30 years of experience to help more individuals meet their housing, employment and mental health goals.

Agency Partners

Impact partners with many agencies around Chicago to ensure participants are getting all the services they need to successfully live independently in their communities. Agencies like Erie Family Health Services, PCC Wellness Centers, and Turning Point Behavioral Health rely on Impact to ensure participants have the tools and support they need.

FINANCIALS

Statement of Income & Expenses (Unaudited)

July 2020 through June 2021
Accrual Basis July 2020–June 2021

Ordinary Income/Expense	
Income	
Federal grant funds	$589,161
SSA – supported employment study	$145,386
BEES supported employment study	$108,820
State grants	$199,289
DRS employment placements (fee for service)	$399,365
Medicaid payments (fee for service)	$595,971
City grants	$33,215
Fundraising campaigns	$417,932
Corporate donation for new construction	$340,000
In-kind donations of professional services	$29,034
Vanguard investments	$30,502
Interest	$3,144
Other types of income	$5,445
PPP loan forgiveness	$182,300
Program income (participant rent)	$175,037
Total Income	**$3,254,601**

Proportion of Funds Allocated

Expense	
Clinical program	$597,053
Employment program	$644,090
Housing program	$976,974
Development	$117,721
Administration	$490,708
Total Expense	$2,826,547
Net Ordinary Income	$428,055
Net Income	**$428,055**

THANK YOU

$10,000 +

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Armin & Esther Hirsch Foundation
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Blue Cross Blue Shield of Illinois
City of Evanston
Connections for the Homeless
Equinix
Erie Family Health Centers
Evanston Community Foundation
Evanston Neighborhood Properties, Inc.
Housing Authority of Cook County
Illinois Department of Human Services
IPS Employment Center
Journeys the Road Home
Leyden Family Services & Mental Health Center
Lutheran Social Services of Illinois
MDRC
Northwest Compass, Inc.
PCC Community Wellness Center
PEER Services
The Reva & David Logan Foundation
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impact
Behavioral Health Partners

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