

# IMPOWER, Inc.



## General Information

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**Nonprofit  
Address  
Phone  
Web Site  
Facebook  
Twitter  
Email**

IMPOWER, Inc.  
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407-215-0095  
<https://www.impowerfl.org>  
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## Mission & Impact

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### Statements

#### **Mission**

IMPOWER is dedicated to the mission of "changing lives by protecting, counseling, teaching and inspiring individuals and families to reach their full potential."

#### **Background**

IMPOWER's mission is "changing lives by protecting, counseling, teaching and inspiring individuals to reach their full potential." The fundamental principle focuses on ensuring the stability of children and their families and the importance of providing services in community settings. Our philosophy confirms our obligation to provide valuable services of the highest quality, that continually reach for new and creative approaches to more effectively meet individual and community needs. Our mission and goals speak to children and families having the skills and tools needed to lead safe, healthy, meaningful, and productive lives. Working together with our community partners and funders, we are creating success stories one individual at a time. With key organizational themes of independence and self-sufficiency for the community that we serve, we strive to maintain these values within our own organization. It is with a balance of organizational flexibility, a strong management team, a dedicated staff, and ardent Board oversight that we stay true to our mission. For us, creating value translates into improving the lives of the community which we serve. As a non-profit organization, IMPOWER has been serving the needs of at-risk and dependent children, adults, and families in Central Florida since 1994. As an organization accredited by the Council on Accreditation (COA), all of our programs adhere to rigorous professional and service delivery standards of quality. In total, we serve more than 9,000 unique clients annually through a continuum of mental health, substance abuse and child well-being programs. In 2018, after 45 years of focusing on mental health and substance abuse treatment, The Grove Counseling Center, located in Seminole County, and IMPOWER, Inc. merged under IMPOWER's established branding. This joint strategic move enhanced the unique but complementary services provided by both agencies to families and individuals in need offering the community a combined 75 years of experience. The Grove Counseling Center's substance abuse treatment and prevention programs provided a logical

enhancement to IMPOWER, which currently offered outpatient mental health, psychiatric care and child well-being services such as foster care and adoptions support. By leveraging the strengths of both organizations and combining networks and expertise, The Grove and IMPOWER are better positioned to expand in scope and reach; ultimately resulting in more effectively and efficiently meeting the needs of the community. IMPOWER is rooted in the Central Florida community and headquartered in Seminole County. With the implementation of telehealth, IMPOWER has a statewide presence for psychiatry and therapy services. For two decades, IMPOWER has worked to develop strong relationships with a multitude of service providers, advocates, and volunteers who share our vision for children and families. Partnerships with the business and philanthropic communities have also been critical to developing needed resources and enhancing the quality of life for those we serve.

### **Impact**

-- IMPOWER served a total of 9,134 individuals with all programs -- A total of 8,392 clients were served with behavioral health service -- 2,966 with outpatient counseling and 5,426 with psychiatric services. -- 125 children and teens received Comprehensive Behavioral Health Assessment (CBHA) services, detailed assessments (strengths and needs) for youth in the child welfare system of care of their emotional, social, behavioral health and development. --- The Grove, our Residential Substance Use Treatment program for youth, provided treatment, counseling and support to 131 adolescents struggling with a substance use disorder -- IMPOWER's school-based prevention programs served 247 children and youth in Seminole (ALPHA) County schools and 100 in Orange County Schools (Champions), improving behavior and healthy functioning -- 19 clients were served with Drug Court (diversion) services for substance abuse. -- The Village Transitional Housing Program served 26 homeless youth with transitional housing, 38 with Permanency & Extended support (outreach) services and 56 with Rapid Re-Housing (RRH) services. -- Volunteers contributed more than 500 hours to support IMPOWER programs

### **Needs**

IMPOWER depends on the support of the community to improve the lives of the individuals and families we serve. As a 501(c)(3) nonprofit organization, we need community support to help individuals and families flourish and achieve their full potential. Some examples of the needed support include: --Unrestricted donations to support program services --Construction and building support and expertise --Mission driven Board Members and volunteers (volunteers assist with areas such as: mentoring/tutoring, special events, fundraising, client activities, administrative assistance and more) --In-Kind support (school supplies, care packages for children in care, snack bags, new clothing and undergarments, hygiene items, holiday gifts, gently used furniture or household appliances, etc). --Event Sponsorship for two major fundraisers: Stuff Your Face race 5K/10K/Relay and It Takes a Village Breakfast -- Third party fundraising events conducted by an individual, group or organization in the community with proceeds to benefit IMPOWER programs -- Gift cards and/or bus passes for current/former foster youth With the help, of the community IMPOWER can make a difference - one individual at a time.

### **Statement from CEO/Executive Director**

IMPOWER has a combined 75 years of experience serving our community. Over the past two decades we have seen much change - including our name, and most recently, as a result of a significant merger with The Grove Counseling Center. Our programs, service lines, geographical reach and staff have all grown, but one thing remains true - our unwavering commitment to our mission. We continue to pride ourselves on making a difference for individuals and families every day in all that we do. We strive to provide the highest quality of services, while at the same time being prudent with our resources. We recognize that to accomplish our mission, we cannot do it alone. It is important for us to work with our community partners, engage local businesses, and utilize the strength of our Board, volunteers and our staff. Together we can change lives and make a difference. Our Board and staff have made the investment to challenge ourselves, as an organization and as individuals, in order to sustain our success, improve upon it, and innovatively continue to reestablish ourselves as leaders in the community. We also recognize the importance of innovation and doing business differently. Telehealth is propelling us into new ventures and enabling us to reach more individuals and work towards the elimination of stigma as it relates to mental

illness. Our mission is strong, our staff and Board are innovative, and the key to longevity is diversification of funding streams and partnerships with other agencies and business partners.

**Statement from Board Chair**

As the Board of Directors, it is our responsibility to guide IMPOWER and keep it true to its mission. This requires us to continue to grow and develop through new ways to assist children and families in achieving their maximum potential. With key organizational themes of independence and self-sufficiency, such is the goal within the infrastructure of our organization. It is through our value and dedication as we work toward the same goal that we make a difference!

**Service Categories**

**Primary Category**

**Secondary Category**

Human Services - Human Service Organization  
 Mental Health & Crisis Intervention - Mental Health Treatment

**Areas Served**

IMPOWER's mental health services are available statewide through Telehealth. Our residential programs - The Grove, Youth Substance Abuse Treatment and The Village Transitional Housing program for homeless youth 18-24 are based in Seminole County, FL, but available to youth from across the state. Child well-being and prevention programs are currently rooted in Central Florida with established programs in Orange County (including Orlando and Winter Park), Osceola and Seminole Counties.

In a specific U.S. city, cities, state(s) and/or region.

**Programs**

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**Outpatient Mental Health and Substance Misuse Counseling & Telepsychiatry**

**Description**

IMPOWER's Mental Health and Substance Misuse Programs provide treatment to children, adolescents, adults and families who are experiencing mental health, substance abuse or behavioral health challenges. Services are available primarily via telehealth, a HIPAA compliant, secure virtual treatment options conducted through a cell phone, tablet or computer. Specific services include: psychiatric evaluations, medication management, mental health counseling, and substance use disorder evaluations and treatment.

**Budget** \$3,963,065

**Category** Mental Health & Crisis Intervention - Mental Health Treatment

**Population Served** At-Risk Populations, Poor, Economically Disadvantaged, Indigent, People with addiction/substance abuse issues

**Short Term Success** The short-term success of our Outpatient Program is increasing access to care for our children and their families, particularly in our psychiatric clinic. Due to IMPOWER's convenient telehealth options, individuals served are able to quickly move through the referral process and directly into services with short wait times for initial appointments (typical wait is 7 days for new patients). Through individuals and families maintaining appointments for counseling and medication management, there exists a

stronger likelihood of seeking treatment, staying in treatment, medication compliance, improved healthcare outcomes, and high satisfaction levels among our clients.

**Long Term Success** The ultimate success of our Outpatient Program is children and families having the skills to lead safe, productive and healthy lives. Through the provision of these guided services, individuals and families will become healthier, stable and function appropriately in their current environments without needing any higher levels of care (e.g. hospitalizations, residential, drug rehabilitation, etc.).

**Program Success Monitored By** IMPOWER closely monitors access to treatment in terms of lengths of time from referral to first appointment, hospitalization rates, medication compliance, and client satisfaction levels.

## The Grove, a youth substance misuse treatment program

### Description

The Grove is a 32-bed youth residential substance misuse treatment program that supports adolescents suffering from alcohol or substance misuse in need of an intensive, individual support plan. The treatment program is available for youth ages 13-17+ with substance misuse disorders who need a clearer direction and time to recover. The average length of stay is 90 days, depending on the individual's progress. A family component educates those closest to the youth about chemical dependency and the practical skills needed to support the youth in his/her vision of a better life. In conjunction with The Hazelden Betty Ford evidenced-based practices focusing on trauma and recovery, therapeutic experiences focus on helping youth identify triggers and seek replacement and coping behaviors as opposed to self-medicating with drugs and alcohol. Emphasis is placed on healing of the mind, body and spirit which provides a framework for treating the youth in a holistic, sustainable manner. Our therapeutic approaches enable youth to engage in self-exploration and learn about every aspect of their being. Youth who leave The Grove will already have supports in their home environments with ongoing telehealth therapy and medication management through our HIPAA-compliant, web-based platform in our Outpatient programs. This offers a seamless transition back into the communities from whence they came.

**Budget** \$3,414,849

**Category** Mental Health & Crisis Intervention - Substance Abuse Dependency, Prevention & Treatment

**Population Served** Adolescents (13-19 years), Families, People with addiction/substance abuse issues

**Short Term Success** Youth at The Grove will participate in treatment by engaging in group, individual and family therapy. Youth will follow a daily schedule which will include taking ownership over their lives and working the 12-step program for recovery. Youth will also actively participate and make progress in their educational track at an on-site Florida Virtual School. As part of their initial physical exams individuals' Body Mass Index will be recorded and monitored for improvement. Exercises will include team building activities which will build trust and cooperation among participants to develop a sense of community. Individuals will learn to channel their excess energy in positive ways that lead to healthy, well-rounded living. In addition, youth will actively participate in services that will teach holistic techniques such as mediation, yoga, and use of breathing techniques as replacements to urges to use substances.

**Long Term Success** The Grove will assist in creating stronger, more resilient families and communities. Youth who graduate from The Grove will be able to sustain their recovery and cope with the many life stressors as well as act as role models and sources of support to other individuals. Individuals who recover at The Grove will have developed healthy habits to sustain long term abstinence and have stronger relationships with their families, mentors, sponsors, and social circles.

**Program Success Monitored By** The Grove tracks referrals and admission data as well as lengths of stay for successful completion of the 90-day treatment track. Youth transition

through 3 internal levels of treatment during their stay beginning with intensive residential, partial-hospitalization, and transitional treatment services prior to discharge. Various evidenced-based treatment objectives and outcomes are measured during the youth's stay at The Grove, including American Society of Addictive Medicine (ASAM) criteria rating and change scores on the PQH-9 clinical depression rating scale.

**Program Comments**

**CEO/Executive Director/Board Comments**

With every challenge for IMPOWER comes an opportunity to learn and grow and strengthen an organization. We are blessed with a very strong Executive Management team that pulls together and collaborates to help each other and works to problem solve in a "think tank manner." This often includes Board members. We learned where both our strengths were as an organization and individually, and we worked to replicate those throughout all programs.

We also learned where the organization had out grown and moved beyond certain practices and models. We worked diligently (and still are) to move through, ahead and beyond those challenges. Without this type of push and pull, we become stagnant as an organization. Our Board is currently going through a strategic planning phase that will help us propel into the future.

**Governance**

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**Board Chair**  
**Company Affiliation**  
**Term**  
**Email**

Georgia Lorenz  
 Seminole State College  
 September 2019 - September 2025

**Board of Directors**

<b>Name</b>	<b>Affiliation</b>	<b>Status</b>
Mr. Michael Alexakis	Wharton-Smith, Inc.	Voting
Ms. Onchonotho Am		Voting
Mr. Dick Bachelor	Dick Bachelor Management Group	NonVoting
Mr. Chuck Bosworth	Raymond James	Voting
Mr. Russell Frank Esq.	Cordell & Cordell	Voting
Mr. Barry Gainer	Community Volunteer	Voting
Mr. Donn Griffin	Infotech Research Group	Voting
Mr. Joshua Jensen	FitPrint	Voting
Ms. Anna Kesic	IMPOWER	NonVoting
Mr. Travis Schmitt	USI Insurance Services	Voting
Mr. Jason Smith	Valley National Bank	Voting
Mr. Bill Stueber	Community Volunteer	Voting
Mr. Keith Trace	PIB Land	Voting
Scott Tucker	Director   AdventHealth, Hope & Healing Center	Voting
Ms. Jerri Weathers	Seminole County Sheriff's Office	Voting
Ms. Terry Yanovitch	Retain Loyal Customers	Voting

**Board Demographics - Ethnicity**

<b>African American/Black</b>	1
<b>Asian American/Pacific Islander</b>	1
<b>Caucasian</b>	14
<b>Hispanic/Latino</b>	0
<b>Native American/American Indian</b>	0
<b>Multi-Racial</b>	0
<b>Other</b>	0

#### Board Demographics - Gender

<b>Male</b>	10
<b>Female</b>	6
<b>Unspecified</b>	0

#### Governance

<b>Board Term Lengths</b>	2
<b>Board Term Limits</b>	3
<b>Board Meeting Attendance</b>	86%
<b>Does the Organization have written Board Selection Criteria?</b>	Yes
<b>Does the Organization have a Written Conflict of Interest Policy?</b>	Yes
<b>Percentage Making Monetary Contributions</b>	100%
<b>Percentage Of Board Members Making In Kind Contributions</b>	100%
<b>Does the Board include Client Representation?</b>	Yes
<b>Number of Full Board Meetings Annually</b>	6

#### Standing Committees

- Executive
- Audit
- Board Governance
- Human Resources / Personnel
- Special Events (Golf Tournament, Walk / Run, Silent Auction, Dinner / Gala)

#### Risk Provisions

# Management

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**Executive Director**

Anna Kesic

**Email**

akesic@impowerfl.org

**Term Start**

April 2008

**Anna's Experience:** Anna Kesic has been in her role as President/CEO of IMPOWER since 2008. Prior to joining IMPOWER, she worked for more than 30 years leading, managing and working within a wide range of social service and behavioral health programs for large, multi-program, non-profit and public sector entities delivering bottom-line results, efficient systems and strong community relations. During her time with IMPOWER, she has ensured the financial stability of the agency during tumultuous economic times; enhanced visibility and involvement in the Central Florida community and the state; improved quality assurance programs; and greatly expanded our funding sources and relationships. As President/CEO of IMPOWER, Ms. Kesic has expanded the agency's services statewide with the implementation of Telehealth. Thorough this innovative service model, IMPOWER is leading the way in Florida utilizing telehealth for psychiatric, mental health and child wellbeing/welfare services. Ms. Kesic has her BA in Psychology, Sociology and Religious Studies from Eckerd College. She obtained a Masters in Organizational Management from the University of Phoenix. Community partnerships are a key factor in Ms. Kesic's success. Her involvement with the Florida Coalition for Children, Florida Council for Community Mental Health, and the League of Women Voters have allowed her to introduce the agency to the community.

## Staff

<b>Number of Full Time Staff</b>	120
<b>Number of Part Time Staff</b>	22
<b>Volunteers</b>	245
<b>Contractors</b>	0
<b>Staff Retention Rate</b>	64%

## Plans & Policies

<b>Fundraising Plan?</b>	Yes
<b>Strategic Plan?</b>	Yes
<b>Years Strategic Plan Considers</b>	3
<b>When Strategic Plan Adopted?</b>	July 2023
<b>Management Succession Plan?</b>	Yes
<b>Policy and Procedures Plan?</b>	Yes
<b>Nondiscrimination Policy?</b>	Yes
<b>Whistle Blower Policy?</b>	Yes
<b>Document Destruction Policy?</b>	Yes

## Senior Staff

<b>Name</b>	<b>Title</b>
Isabel Velasquez	Chief Financial Officer
Marcie Dearth	Chief Operating Officer
Leslie Ziegler	Vice President Human Resources
Amy Kryszan	Vice President of Quality

## Formal Evaluations

<b>Is there a formal evaluation for...</b>	<b>Frequency</b>
<b>CEO/Executive Director</b>	Annually
<b>Senior Management</b>	Annually
<b>Non-Management</b>	Annually

**Awards**

<b>Award/Recognition</b>	<b>Organization</b>	<b>Year</b>
National Angels in Adoption Award	Congressional Coalition on Adoption	2012
Non-Profit of the Year	Seminole County Chamber of Commerce	2011
National Angels in Adoption Award	Congressional Coalition on Adoption Institute	2015
Innovation Award	Association of Fund Raising Professionals	2017
Non-Profit of the Year	Seminole County Chamber of Commerce	2017
Creating Change Honoree	Association of Fundraising Professionals	2018
Excellence in Technology	National Council of Behavioral Health	2019
Sapphire Award - Program Honoree for Excellence and Innovation in Community Health	Florida Blue Foundation	2019

**CEO/Executive Director/Board Comments**

IMPOWER has a strong Management and Leadership team that is overseen by an active and involved fiduciary Board. Over the last several years, IMPOWER has worked hard to become fiscally sound while still providing quality services. This has been difficult with continued changes from the legislature to our primary funding streams (Medicaid and Child Welfare). We are working hard to find non-traditional partners that believe in our mission and who want to make a social investment in our children and our community.

**Financials**

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**Financials**

**Fiscal Year Start**  
2023-07-01  
**Fiscal Year End**  
2024-06-30  
**Projected Revenue**  
11225656  
**Projected Expenses**  
11151220

**Detailed Financials**

**Revenue and Expenses**

<b>Fiscal Year</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Total Revenue	\$10,969,837	\$13,466,245	\$10,174,210
Total Expenses	\$10,390,761	\$11,254,211	\$9,760,002
Revenue Less Expense	\$579,076.00	\$2,212,034.00	\$414,208.00

**Revenue Sources**

<b>Fiscal Year</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Foundation and Corporation Contributions	\$0	\$0	\$0
Government - Federal	\$0	\$1,236,671	\$2,643,844
Government - State	\$0	\$0	\$0
Government - Local	\$0	\$0	\$0
Government - Unspecified	\$3,600,114	\$3,259,299	\$349,445
Individual Contributions	\$374,080	\$427,854	\$232,678
Indirect Public Support	\$0	\$0	\$0
Earned Revenue	\$6,851,372	\$8,438,068	\$6,800,800
Investment Income, Net of Losses	\$3,135	\$698	\$1,721
Membership Dues	\$0	\$0	\$0
Special Events	\$38,569	\$34,696	\$51,698
Revenue In-Kind	\$53,806	\$68,959	\$94,024
Other	\$48,761	\$0	\$0

### **Expense Allocation**

<b>Fiscal Year</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Program Expense	\$9,428,191	\$10,249,819	\$8,929,263
Administrative Expense	\$962,570	\$1,004,392	\$830,739
Fundraising Expense	\$0	\$0	\$0
Total Revenue/Total Expenses	106%	120%	104%
Program Expense/Total Expenses	91%	91%	91%
Fundraising Expense/Con	0%	0%	0%

tributed Revenue			
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**Top Funding Sources**

<b>Fiscal Year</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Top Funding Source & Dollar Amount	Earned Revenue - \$6,851,372.00	Earned Revenue - \$8,438,068.00	Earned Revenue - \$6,800,800.00
Second Highest Funding Source & Dollar Amount	Government Unspecified - \$3,600,114.00	Government Unspecified - \$3,259,299.00	Government - Federal - \$2,643,844.00
Third Highest Funding Source & Dollar Amount	Individuals - \$374,080.00	Federal Government - \$1,236,671.00	Government - Unspecified - \$349,445.00

**Assets and Liabilities**

<b>Fiscal Year</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Total Assets	\$5,648,258	\$5,753,143	\$5,035,779
Current Assets	\$4,477,990	\$3,721,662	\$2,928,992
Long-Term Liabilities	\$122,870	\$749,460	\$2,416,786
Current Liabilities	\$409,348	\$466,719	\$294,063
Total Net Assets	\$5,116,040	\$4,536,964	\$2,324,930

**Endowment Info**

**Do you have an endowment?**

Yes

**Endowment Value**

\$17,000.00

**Spending Policy**

Income Only

**Percentage (if selected)**

**Capital Campaign Info**

**Currently in a Capital Campaign?**

No

## Solicitation Permit Info

### **State Charitable Solicitations Permit**

Yes

## CEO/Executive Director/Board Comments

The past few years have been challenging financially for the organization. Both of our major program lines

(mental health and child well-being/welfare) went through significant changes

statewide and those trickled down to the agencies providing the services on the

front line. We made some difficult decisions to "right size"

the agency and have seen the positive impact of the plan that our

Board and staff implemented. . FY 2018/2019 improved from a financial standpoint as we

continued to utilize our dashboard to identify strategies in each program area. Much of the work done in the previous two

years is showing results. We need to

continue to proceed strategically and thoughtfully to ensure continued stability and financial growth. Significant capital needs at The Grove property however are needed and may continue to challenge the agency's resources.