

DAMAR

DAMAR SERVICES 2020 REPORT TO THE COMMUNITY

Unmasked



DAMAR

Remarkable people. Remarkable results.

Not according to plan...

President's Letter



As you would expect, Damar Services entered 2020 with a plan. As you can imagine, within weeks, COVID-19 made the plan seem insurmountable.

We entered the year on high notes. In late 2019, we launched a partnership with Indiana University Football and the infectiously upbeat Coach Tom Allen. In January and February, we set a GUINNESS WORLD RECORD® at our Damar Guild Gala, and we saw the unveiling of the Damar Sensory Wall at Bankers Life Fieldhouse, a part of the Indiana Pacers' desire to be more inclusive of people with disabilities.

On our southwest-side campus, we opened our Children's Neuro-Psychiatric Crisis Center to help adolescent boys and girls with disruptive behavior patterns who are in crisis, we added a pharmacy to simplify the process of getting medications for our clients, we expanded community-based and independent-living services, remodeled our kitchen and nursing department to accommodate ongoing growth, and began construction of the Damar Village, which will provide independent living options for adults of all ages.

Then the pandemic hit. If you had tried to imagine a crisis that could strike at the very heart of Damar, you couldn't have done better than COVID-19.

An organization that lives to bring families together, we found ourselves unable to let our clients and families spend time together. An organization that routinely takes people with disabilities into the community for their growth and enjoyment, we had to cancel outings and activities.

An organization that begins each week with a staff gathering to celebrate successes and discuss what lies ahead, we were denied that important time together. An organization fueled by smiles and high fives, we were forced to hide our emotions behind masks and remain physically separate. An organization that serves people who thrive on routine, we found our daily, weekly and monthly schedules upended.

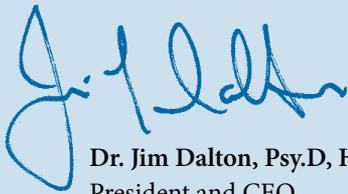
In these and countless other ways, Damar was forced to put aside attributes and activities that define us. And yet, the people of Damar persevered.

Our staff – the daily definition of essential workers – showed up reliably. Our families managed through the loss of contact with loved ones, and many of them joined supporters and community partners to show up on our doorstep with bottled water, masks and sanitizer. Rather than lamenting the challenges of the pandemic, our board forged a strategic vision for continued growth and broader impact. Our leaders found work-arounds and new approaches to address everything from staff child-care needs to, eventually, ways for families to see their kids on campus. And, together, we protected our clients: We have not had a single COVID-19 case among the residents on our campus.

All of which leads me to a somewhat surprising conclusion: Even in the midst of a global crisis, Damar is probably in its best situation ever. In part, that's because the "need for our services" remains strong: No matter what we do, the need for Damar grows.

But it's also because we have an incredible team packed with necessary, innovative and energetic leaders, and we have a loyal and expanding base of donors who understand that philanthropic dollars make it possible for Damar to be Damar. And it's because, together, our team, board, families, supporters and partners recognize that Damar needs to continue to grow to meet the increasing needs of our community.

No, this has not been the year we planned for, but it has been a year that reminded us of a great truth: We can always plan on the remarkable people of Damar to rise above every challenge. I am grateful to you for your support and faith, and I'm so excited about the plans we have for the future.



Dr. Jim Dalton, Psy.D, HSPP, CSAYC
President and CEO

P.S. Because the mask has become such a defining symbol of our time, for this year's report to the community, we posed a question to ourselves: If you pulled back the mask on Damar Services, what kind of organization and people would you find? On the following pages, you'll see that we've chosen six words to describe what's behind that mask, and you'll learn a little about why we chose those words.

ABOUT DAMAR

For more than 53 years, Damar Services has helped children and adults challenged by autism and intellectual, developmental and behavioral disabilities live more successful lives. From its main campus on Indianapolis' southwest side, three ABA (Applied Behavioral Analysis) clinics and other locations across the state, Damar offers a full continuum of services for individuals of all ages, including residential and community-based treatment and therapeutic services, outpatient behavioral health services, public and private schools, and foster care services.



Generous

“Damar is surrounded by generosity of mind and spirit.”

— Ken File, Foundation President



Tom and Kathy Mosbaugh have been generous to Damar in many ways: financially, as they have been longtime donors; with their time, most recently as members of the Parent Advisory Council for the Damar Village project; and with their energies, as they constantly present a “How can we help?” attitude.

Still, they’re possibly most generous with their praise for the difference Damar has made for their son, Aaron. Living with a seizure disorder and brain damage as a result of the spinal meningitis he acquired when he was 18 months old, Aaron was declared by the State a “Child in Need of Services” when he was 14. Now 38, he has received services from Damar for nearly a quarter century.

The Mosbaughs can’t say enough good things about Damar ...about the way its team helps Aaron increase his

independence...about the way they make sure he’s safe and secure...about the way the Damar team helps him enjoy life (and his expansive DVD collection).

“It’s a higher level of professionalism,” Tom says. “They really care about their clients and the people they serve,” adds Kathy.

Generosity is a big part of what makes that kind of care possible. While government reimbursements support core services, the generosity of donors and partners provides the above-and-beyond care that has come to define Damar.

These days, that generosity factor is tangibly visible in the work being done on the northeast side of campus, where Damar Village will one day provide independent-living options for young people and adults living with intellectual and developmental disabilities – people like Aaron Mosbaugh.



Compassionate

“Everything that makes Damar great is a product of compassion.”

— Katie McCoy, Chief Executive Assistant



Asking Brenda Snider how she became so compassionate is kind of like asking her how she learned to talk or walk. Certainly, her parents, Harry and Doris Ross, modeled compassion for her, raising children with special needs, taking in kids for friends who hit hard times and, later, becoming foster parents.

But compassion also seems to come as naturally to Brenda, just like it did to her husband, Steve, who passed away in 2020 due to health problems not related to COVID-19. Having met as teenagers, the two got married as soon as Brenda graduated from Martinsville High School. They had three kids of their own before starting to take in foster kids and then adopting kids with special needs.

“When we got married, Steve said he wanted 20 kids. I told

him, ‘I’m not birthing 20 kids,’” Brenda says. “We ended up with 19 kids – three biological, two that we were guardians for, and the rest adopted.”

Compassion remains a family affair. Brenda and her parents share a home with her sister and brother-in-law, and they all work together to care for six adults with disabilities. Other relatives come in from time to time to help, as well. When everybody’s together, the house can be chaotic, Brenda says, but it’s happy chaos.

While COVID-19 restrictions have put a strain on the household, losing Steve was a real blow. “He was just a wonderful guy,” Brenda says, noting that he found ways to spend special time with anyone who needed him. Damar helped the family cope with Steve’s death, guiding Brenda’s brothers, David and Marcus Ross, and her daughter, Erica Snyder – all Damar clients – as they worked through the loss.

That support has been a big help, Brenda said, as she attempts to take care of her family while dealing with her own grief. Or, as you might say, that compassion has been an essential part of what allows her to continue to share the compassion that has been a part of her life since she was a child.



Grit

“‘Grit’ is realizing, ‘We’re suffering but we’re going to get through this.’” – Dr. Jim Dalton



faithful prayer and unbridled dreaming.

A 30-year-old who joined the Damar family as a pre-teen, Megan formerly lived on Damar’s campus and now receives services while living with her brother in the community. After their home needed emergency repairs in late 2019, Megan and her brother were moved into a hotel for about six months. This overlapped with a few months of pandemic lockdown, which meant they had to stay in their room

How could 2020 have gotten any worse? Well, on top of COVID-19-related issues, add unexpected home repairs, months confined to a hotel room, changing households and a life-threatening illness. That could sum up Megan Carter’s 2020...except, to truly sum up her year, add irrepressible cheerfulness, heartfelt songwriting,

virtually all day. Shortly after settling into a new home, Megan was rushed to the hospital for a week’s stay to address critically low sodium levels.

If any of this got Megan down, she doesn’t often show it. “She can always put a smile on your face,” says Shannon Smith, who has provided support services to Megan for four years. “She inspires me every day.”

A guitar player who introduces herself with confidence, “I’m Megan Alexis Carter and I also go by ‘The Original Eclipse,’” Megan spends much of her time writing songs, making up jokes and dreaming of being famous. Asked how she managed through difficult days, she credits music, prayer and help from Shannon and the rest of her support team.

In that way, Megan reveals the combination of factors that fuel so many of the people Damar serves: a relentless spirit, dreams, a faith in what’s possible, and the support of people who believe that potential can always outshine limitations. It’s a mixture we call “grit.”



Brave

“When I think of ‘brave’, I think of things that happen at Damar every day.” — Jennifer Maggard, Chief Operating Officer



Even in the best of times, it takes a certain bravery to serve on the direct care team at Damar. The people we serve face difficult challenges, can act out in unsettling ways, and don't always understand that you're trying to help them.

Add to those challenges this year's legitimate fear of contracting a deadly virus,

and you do indeed need to be brave to show up to work every day. Still, hundreds of people have done so, faithfully, reliably and even cheerfully.

“These are some of the most incredible human beings I've ever had the pleasure to work with,” says Miles Thompson, Director of Operations for Damar Children's Residential Services. A former direct-care staff member who has been with Damar for about seven years, Miles says he has been es-

pecially impressed by his team's steadfast support of Damar's clients and each other.

That support has been essential because, well, the workers are essential. After all, when businesses and organizations shut down in the early days of the pandemic, Damar's residential services continued to operate 24 hours a day, seven days a week. And that meant not only providing for clients' daily needs, but also helping them deal with frustrating restrictions that kept them from regular time with family and much-loved community outings.

Of course, this also meant facing the danger of contracting COVID-19. Some staffers did, unfortunately, but Damar's stringent precautions and the team's diligent care has meant that not a single campus client contracted the virus.

“A lot of people were nervous in the beginning,” Miles says. “But they show up and they help the kids, and they focus on that. It's like, ‘OK, if I stay home, who's going to take care of these kids?’ They put aside their fears and do their jobs.”



Innovative

“It’s a privilege to be innovative. We wouldn’t be Damar without innovation.” — *Jenny Peters-Reece, Chief Strategy Officer*

“Innovative” has been used to describe Damar since day one.

More than half a century ago, when Theodore and Beverly Farkas sought services for their children with intellectual and developmental disabilities, they found they had two options: institutionalize their kids or go it alone. They felt that wasn’t good enough for families in their position, so they created Damar...and launched a legacy of innovation.

That legacy continues, as Damar continually searches for new ways to serve adults and children with intellectual and developmental disabilities.

Board member Jake Zupancic (pictured) says this spirit of innovation is part of what attracted him to Damar. Whether it’s starting a charter school, setting up an in-house pharmacy, creating the Damar Sensory Wall at Bankers Life Fieldhouse or the scores of other ways Damar has innovated, he says Damar is constantly looking for new ideas.

“Damar’s approach is, ‘If we don’t have a way to do something, then let’s create one,’” Zupancic says.

As an example, Zupancic points to Damar’s Coffee Break, an event that brings people together for a cup of coffee and an opportunity to learn about Damar. Because the event had to be



held virtually in 2020, the Damar team created “Coffee Kits” that were delivered to participants so they could participate in the interactive event even when

they were physically separated. Every kit that was purchased allowed Damar to provide an activity kit for families to use during their on-campus time together.

A Vice President of Sales at DataBank Ltd., Zupancic sees Damar Coffee Break as a great opportunity to introduce a new generation of people to Damar, as well as another example of Damar’s drive for undiscovered approaches.

“If they think of something that will, first and foremost, make an immediate impact on the clients and the families of Damar, then they’re going to do it,” he says. “The team always has fresh ideas and a different way of doing things.”



BY THE NUMBERS:

71

COUNTIES SERVED

83

ACRE CAMPUS

143

CHILDREN SERVED IN
FOSTER CARE PROGRAM

193

CHILDREN SERVED
IN 24-HOUR CARE

219

CHILDREN SERVED IN
ABA CLINICS

286

CHILDREN EDUCATED
THROUGH OUR 2 SCHOOLS

368

CLIENTS SERVED IN THEIR
OWN HOMES

Steadfast

“We have this steadfast pathway that we’re on, and we can’t be moved off of it.” — Elaine Showalter, Chief Financial Officer



When you think of the word “steadfast,” you might typically think of something that’s “unmoving” or “firmly set in place.”

That’s definitely not the way to apply the word to Damar. Instead, think of something that holds reliably to its purpose and moves relentlessly forward, even in the face

of surprising challenges and unexpected opportunities.

For example, the Damar Guild has hosted a gala for Damar for nearly 50 years, raising funds that enhance the experience for the 1,500 remarkable people and families Damar serves every day. While the Guild and Damar have enjoyed great success with the event, for the most recent gala, they broke new ground by inviting everyone present to participate in a once-in-a-lifetime opportunity.

The result: Damar is now a GUINNESS WORLD RECORD® holder, for the most people making sensory bottles simultaneously.

As a result of this experience, the GUINNESS WORLD RECORDS® team sees their organization and Damar as a solid match. “GUINNESS WORLD RECORDS® purpose, to help people realize their potential and re-examine the world, is similar to Damar’s main objective of the gala,” said Danielle Levy, account manager with GUINNESS WORLD RECORDS® North America. “Their care and drive are admirable, and their efforts year-round have proven to be extraordinarily influential for individuals facing some of life’s greatest challenges.

Yes, Damar is steadfast, but it is not set in place. It moves forward, it creates new opportunities and it finds innovative ways to improve the lives of the people and families it serves. The key is that it does it all with a steadfast belief in the power of love to help people overcome life’s greatest challenges. That’s the kind of “steadfast” that can change not just lives, but the world.



**DAMAR SERVICES
BOARD OF DIRECTORS:
OFFICERS:**

Ralph Balber, *Chair*
Kathryn Miller, *Vice Chair*
Stephen D. Price, *Treasurer*
Amber Fields, *Secretary*

MEMBERS:

Carlos Alexander
Dr. Jim Dalton
Bart Early
Patricia O. Edwards
Dr. John Ehrmann
Lisa Grimes
Brad Linville
Joseph Marxer
Phil Nolting
Victor Perkins
Joe Robinson
James Scheidler
Gail Shiel
Jessica Smiley
Leslie Smith
Karen Snyder
Rick Torbeck
Patrick Tynan
Jason Ulm
Jake Zupancic

**DAMAR FOUNDATION
BOARD MEMBERS:**

Patrick Tynan, *Chair*
Lisa Grimes
Jeff Hadden
Jim Isch
Bob Kort
Chris Wilkes

Financial Summary: *Revenue & Expenses for Damar Services, Inc.,
Damar Subsidiaries & Damar Foundation, Inc.*

2020 Total Assets: \$86,325,000

Revenue: \$71,834,314

Sources:

Indiana Department of Child Services - 43%
Medicaid - 21%
Indiana Department of Education - 19%
Commercial Insurance - 8%
Other fees - 6%
Philanthropy & Investments - 3%

Expenses:

Residential Treatment Services - 46%
Community Living Supports - 14%
Clinical & Community Based Services - 13%
ABA Services by Damar - 11%
Future Services - 9%
Administration, Advancement, Human Resources & training - 6%
Group Homes - 1%

Financial responsibility and stewardship is an important role of the Damar Board of Directors and management team in ensuring the financial stability and health of Damar for future generations of families in need. This summary represents Damar's financial revenue and expenditures from July 1, 2019 – June 30, 2020. The financial statements of Damar Services, Inc. are audited annually by an independent firm and receive unqualified opinions on a regular basis. Audited financial statements are available upon request. Expenses are shown as a percent of the agency's functional expense allocation.

Thanks to those whose generosity was contagious.



While Damar's services and programs are varied and complex, the goal is simple: to help people achieve their highest levels of self-sufficiency and personal dignity. Our philanthropic giving programs were created to support this goal on a consistent

and on-going basis. In 2020, we increased the number of contributors by 29%. For a complete listing of our donors, please visit damar.org/donors.

Damar wishes to thank Hylant and the Hylant Family Foundation for their multi-year generous donation to our Road to Remarkable campaign.

HYLANT

The President's Circle

July 1, 2019 – June 30, 2020

As Damar relies more heavily on philanthropy, one group of donors can be relied on to provide a steady and sturdy foundation for all that Damar does: The President's Circle. These donors of \$1,000 or more a year to Damar give its clients the services and support they need to lead more successful, independent lives.

Our four levels of giving:

- **Circle of Visionaries** – for donors of \$10,000 or more
- **Circle of Benefactors** – for donors of \$5,000 - \$9,999
- **Circle of Advocates** – for donors of \$2,500 - \$4,999
- **Circle of Stewards** – for donors of \$1,000 - \$2,499

Visionaries

\$10,000+

A & T Mechanical LLC
Brugh Family Foundation
Dr. Jim & Jodi Dalton
Scott & Lorraine Davison
DEEM Mechanical
Griffith Family Foundation
Steve & Joan Gore
William Grube
Jeff & Tracy Hadden
Hendricks Regional Health
Hylant
Indiana Department of Homeland Security
Jim & Janie Isch
Kraabel Charitable Foundation
Audrey Kuhlenschmidt
Janie Latham
Lilly Endowment Inc.
OneAmerica Foundation
P.I.P.E., Inc.
PNC Foundation
Gail H. Shiel-Mahoney
Sunbelt Rentals
Joe & Nancy Tynan
Patrick Tynan
United Way of Central Indiana

Benefactors

\$5,000-\$9,999

Bruce & Cindy Agan
Arni's Charity Classic
Ralph & Jodie Balber
The Brookfield Group
Glenda Butler
Damar Guild, Inc.
Happy & Rosy Dhani
Bart Early
Elba L. and Gene Portteus Branigin Foundation, Inc.
Kenneth File & Lynn Severine
John & Jes Hagale
Gregg Keele
Learfield Communications
Perry & Denise Lyons
Meridian Health Services
Mid-West Motorcycle Club
Kathy & Jeff Miller
MJ Insurance
Phil & Peggy Nolting
Pharmaneek Pharmacy Services
PNC Bank
Runnebohm Construction, Inc.
Jeff & Jill Schwarz
Theoris Services
Tynan Equipment Company

Advocates

\$2,500-\$4,999

All American Express Solutions
Anthem Blue Cross Blue Shield
APEX Infinite Solutions LLC
Barnes & Thornburg
Carla & Brian Bill
Choice Mechanical
Michael & Elaine Conly
Adam & Mindy Cook
Patricia & Robert Edwards
ESG Security Inc.
Glick Philanthropies
Lisa Grimes & Mohammad Loh
Erik & Cara Hanneman
K1ds Count Therapy, LLC
Jennifer Maggard
Donnie & Kristin McCoy
Tom & Kathy Mosbaugh
E.J. & Cara Olson
Priscilla Anderson Ferland Rev.
Trust
Brian Reece & Jenny Peters-Reece
Adrienne & David Reed
Jessica Rodriguez
Sharp Business Systems
Karen & Matt Snyder
Strada Education Network, Inc.
Sunbelt Rentals
TCC Gives Foundation
Rick & Mary Pat Torbeck
UPS
Walmart Foundation

Stewards

\$1,000-\$2,499

Jim & Carol Adams
ALSCO
American Legion Post 355
Arni's Restaurant
Jonathan & Jessica Barnett
BKD, LLP
BMWC Constructors, Inc.
Rebecca Bormann
Anne & Jim Calvert
Zac & Kim Campano
Carniceria Guanajuato
Christ Church Cathedral
Christ Church Cathedral Women
Andy & Stephanie Christiansen
Shawn & Ellen Collinworth
Colton & Christine Cooley
Cumulus Media Partners
Aaron & Jami Deckard
Delta Dental Foundation
Delta Dental Indiana
Brent & Sarah Ducker
Tammy & Craig Duncan
Dr. John Ehrmann, Jr.
Richard & Kari Ellery
Ronald & Geraldine Evans
Will & Julie Fecht
Amber & Daniel Fields
John French
Gibson Insurance
Marilynn & John Greenwood
Britt & Dawn Griffin

James Hebden
Chris & Jennifer Hess
Indianapolis Colts
Indy West Embroidery
Interface
Eli & Stacy Isaacs
Grant Jenkins
Lisa & Doug Johnson
Steve & Linda Kantner
Terry & Amy Keusch
KeyBank
Killion & Hall Insurance Agency,
LLC.
Jay & Carole Kirkpatrick
Kite Realty Group
Angel Knapp
Pete & Therese Koers
Kort Builders, Inc.
Stephen & Susan Kraabel
Debi & Michael Ladyman
David Lovell
Mary E. Van Drew Charitable
Foundation, Inc.
Todd & Norma McBride
Donald & Kathryn McCoy
Scott & Karen McDonald
Kristen Meehan
Susie & Gary Melton
Fidel & Juliann Mercado
Ron & Lisa Merrill
Mike & Cathy Miller
Joseph & Janet Mitchell
Chelsea Morton
Network for Good

Stephen & Lori Orander
Pacers Sports and Entertainment
Mandisa Pawelczak
Victor & Girtha Perkins
Nate & Jennifer Peterman
PFM Automotive Management, Inc.
Stephen & Jan Price
Ray's Trash Service
Clay & Amy Robbins
Schwarz Partners
George Sechrist
Kirk & Judi Shafer
Shelter Foundation
Elaine Showalter
Richard Silcox
Jessica Smiley
Leslie & Roland Smith
Mike & Cathy Smith
Sorenson Family Charitable Trust
Keith & Jane Ann Steiner
Norma & Jim Sterling
James & Kris Stuck
Donna & Dan Stutler
Superior Carpet Installers, Inc.
John & Jen Thomas
Megan Thompson
Tilson HR
Kevin & Denise Turner
UPS Foundation
Greg & Patti Vollmer
Jack & Carolyn Ward
Marlene Sue Withrow
WTHR-Channel 13
Jake & Kristen Zupancic



Damar's new relationship with Indiana University Football and its Coach Tom Allen offers another example of a steady vision being pursued in new ways. Allen, who has built his program on a simple message – “LEO,” or Love Each Other – has become a vocal and visible supporter of Damar, helping to raise funds and awareness through the shared belief in the power of love.

Building better futures for
children and adults facing life's
greatest developmental and
behavioral challenges.



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