



# ADULT & CHILD HEALTH

2022  
ANNUAL REPORT





## MISSION

With hope, compassion, and creativity we deliver life-enhancing physical, social, and behavioral healthcare services.

## VISION

We strive for equitable, caring communities, where every child, adult, and family have opportunities to live healthy, purposeful lives.

## VALUES

*The following value and belief statements are the foundation of the services we provide:*

**We believe in people and the strength of diversity.** We deeply respect the ideas, backgrounds, and lived experiences of those we serve to create safe, inclusive environments where everyone is welcome.

**We believe in meeting people where they are.** Everyone's road to recovery and wellness has a different route, destination, and ETA.

**We love what we do** and a genuine desire to improve lives drives us forward.

**Whatever we do, we do well.** We are dedicated to the best quality of care and quality of life for the persons we serve.

**We are champions for health equity and the promise of healthy communities.** We believe in high quality, affordable healthcare and social services for all.

## GOVERNANCE

### Board of Directors

#### CHAIR

**Tom Gaunt**

Foster Care Parent/Advocate  
Marion County

#### VICE CHAIR

**Joe Villanueva**

Chief Prosecutor  
Johnson County

#### TREASURER

**Joel Githiri**

Chief Financial Officer, FitzMark, LLC  
Marion County

#### SECRETARY

**Amber Clarke**

Change Management Consultant  
Marion County

#### MEMBERS

**Sue Collins**

Registered Nurse (Retired)  
Morgan County

**Officer James Engmark**

Community Liaison, Sheriff's Department  
Johnson County

**Colleen Gore, MSW**

Chief Program Officer, Wheeler Mission  
Marion County

**Krishna Heyward**

VP of Finance & Admin., At Your School, Inc.  
Marion County

**Stacey Hines**

PNC Bank  
Marion County

**Robert Hurley**

Robert Hurley Law  
Marion County

**Leslie Kelly, MSW**

Director of Programs, Horizon House  
Marion County

**Carole McKinney, Ph.D.**

Psychologist, Franklin College (Retired)  
Johnson County

**Bonnie Pribush**

Professor Emerita, Franklin College  
Johnson County

To our community stakeholders, partners, and team members:

**At Adult and Child Health (A&C), a passion and commitment to helping others runs deep within our organization.** In Fiscal Year 2022, even with the continued effects of the COVID-19 pandemic, Adult and Child Health found new ways to deliver life-enhancing services. Persons experiencing physical and mental illness and addictions; often facing the effects of trauma, poverty, and other difficult life circumstances, found better health and recovery through A&C programs. Even with extreme hardship there is opportunity, and thousands of individuals have the opportunity for improved health and wellness due to the services A&C provides.

As you review our 2022 report, you will note how varied our programs are. While specific services may change from year to year, our overarching mission does not. Adult and Child Health protects and supports the recovery of persons with the most severe mental illness, substance use, and chronic healthcare needs. We are dedicated to helping persons facing complex life challenges, particularly those with limited access to health and social services. As a primary care, behavioral healthcare, and social service safety net provider for underserved populations, we strive to create equitable, caring communities where every individual has opportunities to live their healthiest life.

With such an ambitious mission, it is no exaggeration to say true heroes work at Adult and Child Health. From the Board of Directors to hundreds of employees working in central Indiana, our success flows directly from our talented, diverse workforce. As a helping organization, we welcome all without hesitation and the work we do is based on trust. We put people first and give them the tools and support they need to succeed. Our staff succeed in providing exceptional, integrated, patient-centered care available to all, regardless of ability to pay. While this work can be difficult, the reward of helping others achieve meaningful change never gets old. Inside our workplace, we continuously celebrate victories, taking time to recognize the remarkable staff making our vision for community a reality.

Building upon our 70+ year nonprofit legacy, A&C continues to develop and refine what we do for greater community benefit. We recently completed year two as a Certified Community Behavioral Health Center, a national best practice model for community mental health that the state of Indiana is seeking to expand. Our Mobile Crisis Team, providing 24/7 crisis intervention services, helped hundreds of Hoosiers safely receive services while remaining in the community, avoiding unnecessary hospitalization and incarceration. A&C's Family Preservation Program supported vulnerable families to remain intact as they work together towards safety and recovery. We are excited to share that A&C is moving to a new downtown Indianapolis location in late 2023; a modern, integrated health clinic designed to offer improved access to care for the people we serve. These are just a few examples how A&C is expanding the impact of our comprehensive health and social service programs.

To our many stakeholders and partners, we greatly value our relationship with you and are always looking for better ways to partner in support of healthier, stronger communities. Our success would not be possible without your contributions and collaboration. We thank you for your continued trust in Adult and Child Health.

It is our pleasure to present Adult and Child Health's FY 22 Annual Report.

**Allen Brown**  
President & CEO



**Tom Gaunt**  
Board President



## MEET THE EXECUTIVE LEADERSHIP TEAM



**Allen Brown**  
President & Chief  
Executive Officer



**Dr. Christine  
Negendank**  
Chief Medical  
Officer



**Dr. Jessica  
Stembel**  
Chief Clinical  
Officer



**Kerri Lewis**  
Chief Information  
Officer



**Yadira Howe**  
Chief Financial  
Officer



**Denise Amato**  
Executive Vice  
President of  
Operations



**Lauran Canady**  
Vice President of  
Integrated Health



**Jennifer Disbro**  
Vice President of  
Community &  
Specialty Services



## PRIMARY CARE + BEHAVIORAL HEALTH + SOCIAL SERVICES = **WHOLE HEALTH CARE**

### PRIMARY CARE

Health Screenings  
Preventative Care  
Insurance Navigation  
Outpatient Care  
Sick Visits & Labs

Medication Management  
Chronic Disease Treatment  
Care Coordination  
Referral Management  
Community Health Outreach

### MENTAL HEALTH SERVICES

Outpatient Therapy  
Psychiatry  
Veteran Homeless Services  
Mobile Crisis Team  
Homeless Outreach  
Case Management  
Community-Based Teams  
Youth Development  
Employment Services

Skills Training & Development  
Access & Engagement Services  
Diagnostic Testing  
School-Based Services  
Wraparound Services  
Supportive Housing  
Criminal Justice Diversion  
Community Re-entry Services

### ADDICTIONS TREATMENT

Medication-Assisted Treatment  
Intensive Outpatient Program  
Individual Addictions Counseling  
Peer Recovery Coaches  
Prevention Education

Staff Co-located in Hospitals  
Staff Co-located in Jails  
Youth Support  
Linkage to Supports  
Group Therapy

### SOCIAL SERVICES

Therapeutic Foster Care  
Family Preservation  
Home-Based Services  
Reunification Support  
Foster Care Outreach

Community-Based Events  
Linkage to Services  
Parenting Education  
24/7 Crisis Support  
Case Management





## —● CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC

Adult & Child Health completed its first successful year as a CCBHC, a national best-practice model for community mental health that Indiana is evaluating for statewide adoption. CCBHCs provide access to mental and substance use care much faster than traditional clinics, and A&C's launch of the CCBHC program brought immediate enhancements to the organization's care coordination, mobile crisis, and open access teams.

"We changed the entire front door for the agency from an access standpoint," said **Lauran Canady, Vice President of Integrated Health**. "It's much easier for persons to initiate care with A&C, including individuals who are experiencing a crisis."

A grant of approximately \$3.9 million, awarded by SAMHSA, allows A&C to participate in nine core services that CCBHCs are required to provide. CCBHCs serve anyone in need of behavioral health services, regardless of their diagnosis and insurance status. Emphasizing integration of services and long-term sustainable funding for safety net providers, CCBHCs ensure easy access to care, including 24/7 crisis response and medication-assisted treatment. As a CCBHC, A&C meets stringent criteria for access, staffing, and ongoing coordination with social services, criminal justice, and education systems.

**Laura Barrett, Director of Clinic Based Services**, emphasized how the A&C's care coordinators were critical in helping link patients to needed programs. Barrett stated that "care coordinators and skills specialists worked with over 350 clients to overcome barriers and successfully engage in treatment. By teaching patients how to access care and obtain resources such as safe housing and transportation, this team helped some of our most vulnerable clients get what they needed the most."

A&C's mobile crisis team has developed a close working partnership with Johnson County law enforcement entities. A&C assists in quarterly Crisis Intervention Team (CIT) trainings, a best practice program developed by the National Alliance on Mental Illness to teach law enforcement officers how to respond to someone who is experiencing a mental health crisis. A&C's Mobile Crisis Team receives referrals from Johnson County law enforcement officers who are on-scene and after a crisis call, then make attempts to engage those individuals in treatment or confirm that they already are in treatment. As a result of this partnership, Johnson County residents experiencing a behavioral health crisis can safely connect with treatment providers and avoid unnecessary hospitalization or incarceration. The CCBHC program has been a catalyst for system improvement at A&C because it allows the team to triage patients and link them to the right point of care without delay.

Other accomplishments made possible through CCBHC grant funding are significant increases in the number of open access clinicians and call center operators/schedulers, and the addition of an intake coordinator to facilitate on-the-fly scheduling of patient appointments. These actions combined to significantly decrease the wait time for A&C's initial intake appointments. A Community Correction Liaison position was also created to increase collaboration with law enforcement and a Client/Family Advisory Council was formed to guide and inform CCBHC programming and organizational decision-making.



## STUDENT LEARNING RECOVERY GRANT —●

The Department of Education (DOE) Student Learning Recovery Grant was awarded to A&C in 2021 and serves as a two-year, \$5.1 million grant to support kindergarten through 12th grade students in Perry Township. This grant targets and assists students who fell behind academically due to the COVID-19 pandemic and other life challenges. As Perry Township educators help bridge learning gaps in math, literacy, and college/career readiness that may have occurred during remote learning, A&C staff utilize evidence-based programming to address stressors or traumas that may be affecting each student's academic performance.

*Continued on next page.*





Grant funds were used to hire Social Emotional Learning (SEL) specialists to collaborate with administrators and teachers in providing SEL services to all students. This program supports the process by which children develop fundamental emotional and social competencies and provides students support and training on how to understand and manage emotions, set and achieve positive goals, feel and show empathy for others, establish and maintain positive relationships, and make responsible decisions. Social-emotional wellness can remove barriers to education, decrease tardiness and absenteeism, and improve classroom behaviors.

Some specific accomplishments of A&C SEL specialists include:

- The implementation of community days where families in Perry Township can engage in activities and obtain additional resources related to social and emotional learning
- The provision of small group instruction to students on topics like emotional regulation, behavior management, and connection
- Assisting teachers as they integrate Second Step curriculum
- Providing professional development trainings at schools on mental health topics

This grant also supported the purchase of various programs for the district, such as Play Works, which teaches kids how to interact at recess. Additionally, the district has implemented learning opportunities for teachers on the use of restorative practices for students, with the goal of decreasing discipline referrals and out-of-school suspensions.



Isabel Cardenas, Rachell Zelaya, and Ashley Boylan



Morgan County School-Based Team, June 2022

## KENDRICK FOUNDATION GRANT: SUPPORTING MENTAL HEALTH NEEDS OF MORGAN COUNTY STUDENTS

In the spring of 2022, A&C wrapped up the first year of a three-year grant to allow for an expansion of mental health services and supports in Mooresville, Martinsville, and Monrovia. This grant was provided through a partnership with The Kendrick Foundation, a 501(c)(3) organization that supports education and other community initiatives that improve the health and wellbeing of Morgan County residents.

The goal of the grant is to reach youth who are without a funding source and/or otherwise wouldn't qualify for A&C's mental health services. Additional supports and services A&C has been able to offer through this program include Elementary Lunch Bunch Groups (conflict resolution groups for elementary students), middle school conflict resolution, and the purchase of "Second Step" and "Leader in Me" curriculums. Specialized therapist positions were created and embedded within all three counties' school corporations. The specialized therapists work in hybrid roles that offer traditional mental health services while also providing community outreach, teacher support, and

group facilitation for students who benefit from involvement and do not require more intensive services.

"The opportunity to work with Kendrick Foundation has allowed us to develop and increase our strong partnerships with these school districts and has allowed us to work on reducing the stigma that surrounds mental health in these communities," said **Elizabeth Stirn, LCSW, Assistant Director of School-Based Services**.



## ● MAT & ADDICTIONS FELLOWS

**Dr. Andrew Chambers** joined Adult & Child Health approximately three years ago and thanks to his leadership, the availability of Medication Assisted Treatment (MAT) has expanded in each of A&C's four integrated care clinics. In collaboration with Indiana University's School of Medicine, A&C serves as a training site for Addiction Psychiatry Fellows. In each clinic, A&C offers comprehensive MAT services, including suboxone treatment. Through the agreement held with Dr. Chambers and Indiana University, the addictions training program has strengthened A&C's use of evidence-based practices in treating substance use disorders.

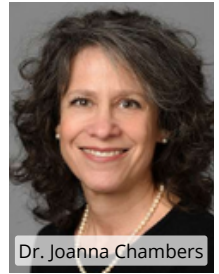
Dr. Chambers provides leadership, supervision, and oversight of weekly MAT staffings, which bring together the entire treatment team of prescribers, therapists, and skills providers for case consultation and coordination.

In November 2021, **Dr. Joanna Chambers** also joined A&C, bringing additional expertise in addictions medicine, including addictions treatment for peripartum and postpartum women. Together, both doctors support a growing number of Fellows in training at A&C, as well as the organization's efforts to meet the community's growing need for outpatient addictions services.

When asked about the future of addictions services at Adult & Child Health, **Dr. Christine Negendank, Chief Medical Officer**, stated that there continues to be a need to expand addictions treatment across the board and grow the fellowship training program. Dr. Negendank indicated that with MAT services now established, A&C would like to grow to the point of offering more intensive, sub-acute detoxification monitoring and treatment options in the future.



Dr. Andy Chambers



Dr. Joanna Chambers

## HOMELESS & HOUSING RESOURCE TEAM RECEIVES GRANTS TO SERVE THE NEEDS OF THE COMMUNITY ●

Adult & Child's Homeless and Housing Resource Team (HHRT) is a team of mobile staff who help persons in the community experiencing homelessness obtain needed services and resources. HHRT partners closely with organizations and programs that are working to reduce the prevalence of homelessness in Central Indiana. Some of these partnerships include the IMPD Homeless Unit, Wheeler Mission Men's and Women's Shelter, Horizon House, the Homeless Initiative Program (HIP), the Coalition for Homeless Intervention and Prevention (CHIP), the Adult Intervention Center (AIC), and the Marion County Prosecutor's Office's Quality of Life Program.



HHRT staff in the community in all weather conditions

The Quality of Life program through the Marion County Prosecutor's Office is intended for individuals struggling with homelessness, substance use disorders and mental health issues who have also been charged with low-level, non-violent offenses. The goal is to direct these individuals out of the criminal justice system into recovery through behavioral health service and essential social service programs such as affordable housing and job coaching.

**Stacey Nugent, Outreach & Engagement Team Lead**, has assisted several individuals who have successfully completed the Quality of Life program, including their first ever graduate. Stacey met this individual who had aged out of the foster care system, and, after reaching adulthood, had become homeless. While living on the streets, he was robbed, assaulted, and left with a traumatic brain injury. Following hospitalization and rehab, he returned to the streets and entered a period of despondency and involvement with law enforcement authorities. After Stacey began working with this individual, she contacted the Quality of Life team and suggested he would be a good fit for the program. Her client became enrolled in the program, was eventually successfully housed, and has since enrolled in college. He has remained engaged in services and with successful completion of the Quality of Life program, his criminal record was wiped clean. Adult & Child staff continues to make referrals to the Quality of Life program, which reached its one-year anniversary of accepting cases in April of 2022.

The HHRT is funded by multiple projects, including the CDBG Outreach to Housing Project; Perm 1 Supported Housing, Shelter Care Supported Housing, and New Beginnings from HUD; SSVF and Shallow Subsidy from InteCare; Anthem Blue Triangle; and PATH from DMHA.



## FAMILY PRESERVATION SERVICES



Adult & Child rolled out its Family Preservation program in July 2022, which was developed so that families who have an in-home Child in Need of Services have the opportunity to have their children remain in the home while the family works with the Department of Child Services (DCS). The goal is to keep the family united and intact while each member of the family and the family as a whole receives services to program completion.

“Under a single referral from DCS, Adult & Child Health is able to provide all of the services that we have toward maintaining the family unit and helping them reach their desired progress,” said **Heather Angebrandt, Director of Child Welfare Services**.

In addition to providing child welfare and behavioral health services, A&C utilizes the per diem from DCS to cover short-term needs such as utility payments or rental assistance if the family is experiencing financial difficulties or other hardships that place the child at risk. The goal is to help families find community resources first, but if those resources aren’t readily accessible, Family Preservation funding can close the gap through this temporary financial assistance. For example, A&C providers recently financially assisted a family with short-term housing funds to keep that family housed and to prevent the removal of the children.

Other services provided through Family Preservation can include outpatient or community-based individual therapy, school-based services, substance use assessment or treatment, employment services, primary care, and navigator services. Since the inception of Family Preservation at Adult & Child Health, 88% of families who have been served for longer than 90 days have been able to stay intact as a family and have been able to successfully complete services per DCS requirements.

## NEXTGEN: A NEW ELECTRONIC MEDICAL RECORDS SYSTEM

A big accomplishment for A&C this year has been the implementation of the cloud-based NextGen electronic medical records system (EMR), which has replaced two EMRs that the organization previously utilized. Preparations for the EMR implementation took several months with over 150 staff members actively participating in the “discovery” phase, which involved mapping and documenting A&C’s workflows for design and development in the NextGen platform. From there, 74 staff members put over 1,000 hours of work into configuration, system testing, and training content development. Post Go-Live, a group of 46 subject matter experts are now a part of the ongoing Core Team, meeting bimonthly and working in various subcommittees for continuous system monitoring and enhancement.

“We were able to get a lot of things up and going; ultimately, I would say that the biggest success is pulling two EMR systems into one. The patients we serve often see multiple providers. We can now have our primary care providers talk seamlessly and coordinate with the mental health and addictions providers and vice versa,” said **James Stembel, Director of Clinical Informatics**.

Population Health, a NextGen module that closely tracks patient health outcomes and service utilization patterns against performance benchmarks, provides another avenue for system improvement.

“It is a huge advantage in being able to reach our patients,” said Stembel. “We set up certain thresholds that we want to look for, then we can aggregate the data together and it will give us this group of patients that are not reaching the level of health outcomes they should be.”

NextGen has also helped A&C’s Informatics Team utilize Power BI as a powerful report utility. Applying NextGen data to Power BI, the Informatics Team is able to create easy-to-use, intuitive dashboards for monitoring performance on key indicators at the provider, team, and service line level.

“Almost everyone at A&C was involved in getting NextGen off the ground,” said Stembel. “We have said all along that this is not an information services project, and it isn’t an agency leadership project—it is an A&C total transformation project. That was and is the case, and A&C staff responded in droves to accept the challenge. We are better equipped than ever before because of the NextGen implementation.”



Through a partnership with **Morgan County Boys and Girls Club**, A&C is able to provide a Master's level intern to work with Boys and Girls Club staff offering SEL education, resources, and group services to youth who participate in programming.



**LAL ARP from HRSA**  
Total Amount Awarded:  
**\$1,449,250**

LAL ARP is an ongoing grant first received during pandemic relief for A&C's primary care clinics. This funding allows us to expand the triage nurse and healthcare coordinator roles in our clinics to ensure patients can initiate services quickly and overcome access to care barriers.

This federal grant identifies for support patients who have serious mental illness along with chronic physical health conditions. Grant dollars are used to provide care coordination among providers and patient education regarding their specific diagnoses, promoting primary care/ behavioral healthcare service integration and improved health outcomes for patients.

**PIPBHC from SAMHSA via DMHA**  
Total Amount Awarded:  
**\$1,391,250**

**1815 Catapult Grant from ISDH**  
Total Amount Awarded:  
**\$50,000**

This grant focuses on improving diabetes treatment and outcomes for primary care patients, including Healthy Interactions trainings through the state Board of Health and other diabetes education resources and tools.



The work of Adult & Child's Youth Development Team, helping empower Central Indiana youth to actively participate in their healthcare journeys, is funded by grants such as **TAY** from **DMHA**, **Changing the Map** from **ISDH**, and **INCAST** from **OPA/H CET**.

A partnership with the American Cancer Society and NFL led to improved workflows, education, and lung cancer screenings for A&C patients.

**2022 NFL Crucial Catch Grant from American Cancer Society**  
Total Amount Awarded: **\$20,000**

**Indy Summer Youth Programs from Lilly Endowment Education**  
Total Amount Awarded:  
**\$11,000**

**Kamp Kool from McCoy Foundation**  
Total Amount Awarded:  
**\$5,000**

Both grants provided funding to A&C's School-Based Mental Health Teams, allowing summer activities to be offered so that students remain engaged and have access to services while school is out of session.

Indiana University was awarded a two-year IDOE grant in Bloomington, allowing them to contract with Adult & Child Health and other organizations supporting school-aged youth in Monroe County. A&C utilizes grant funding to employ staff who are embedded within Monroe County elementary schools, allow mental health services to be delivered to a wider range of eligible students.





## WE'VE GOT



The Youth Development Team made significant strides in inclusivity this year as they worked toward earning Adult & Child the Adolescent Champion Model certification. This certification will further support A&C clinics in becoming more inclusive and safer for LGBTQ+ youth. One facet of this work was the creation of video content featuring inclusive and youth-centered topics such as daily affirmations, reproductive health, building healthy meals, and teen healthcare rights. This content is streamed on televisions in the Garfield Park clinic. The Youth Development team also uses LGBTQ+ inclusive language and materials when facilitating grant-funded programming and in clinical sessions with clients.

Additionally, the LGBTQ+ Taskforce and Marketing Team joined forces to revamp A&C's Pride t-shirts by trading in a gradient rainbow ampersand for one reflecting all the colors of the official "Progress" Pride Flag. Along with a traditional six-color rainbow, this new flag includes black and brown stripes to portray marginalized LGBTQIA+ communities of color as well as baby blue, pink, and white to represent trans communities. This Progressive Pride flag is also represented on a new vinyl ampersand sticker and on redesigned pronoun pins. Staff proudly sported their t-shirts and handed out stickers and pins during the 2022 Indy Pride parade and at A&C's vendor booth.



Courtney Stubbs, Dr. Joe Banks, and Victoria Shearer



Jaymee Cummings and Kesha Conner

## BCA GIVES BACK

In October of 2021, the Black Cultural Awareness Taskforce (BCA) put on a Fall Festival for A&C Adult Transitional Living (ATL) staff and residents. BCA provided activities like bingo and yard games, served lunch, offered the opportunity to paint pumpkins and gourds, and facilitated music and dancing.

"We heard the group loved to play games, so we played bingo and winners got to pick out board games as a prize," said **Alyssa Hurt, Talent & Engagement Manager** and BCA leader. "We enjoyed some lunch and learned a little more about each other. It was so amazing to see this group interact and enjoy their time together. Lots of smiles and laughs on a beautiful fall day."

The purpose of the Fall Festival was dual. First; historically, employees at A&C didn't know a lot about ATL and the BCA wanted to highlight that group of staff and their work with clients. Second, it gave clients an opportunity to come out of their homes, socialize, and engage in fun activities.



This act of service from the BCA would prove to have ripple effects for the ATL residents. Due to the success of the Fall Festival, ATL staff later held a chess tournament to continue building up the community spirit that declined due to COVID restrictions.

"It truly was an amazing day for all at ATL. It gave us the ability to celebrate the uniqueness of community at ATL which had been so important to many clients and staff," **Kimberly Brand, ATL Team Leader** said. "We were tremendously grateful the BCA chose us as their volunteer opportunity."



It's no secret that the ampersand is an important image within the Adult & Child Health workplace culture. **The ampersand has been embraced as a unifying symbol to reflect how we work with the people we serve and also how we work with each other.** The ampersand reminds us of the bond we have for the mission, our vision for community, and the knowledge that we are better and stronger together. Building on the ampersand concept, from "Ampy" awards and Team Cup winners to many other forms of recognition and praise in the company, Adult and Child Health celebrates the contributions of our dedicated and talented staff.

## TEAM CUP WINNERS

### MARION COUNTY WRAPAROUND

Tiffany Covele (Team Leader), Ronnie Bynum, Mara Edwards, Sophie Foster, Jenn Harding, Cassie Lewis, Samantha Milli, Crystal Tracy

### SUPPORT SERVICES

Kelly Chambers (Director of Support Services)

Support Services North: Kim Milburn (Team Leader), Gloria Belletete, Samantha Herring, Brandy Howe, Amanda Penny, Donisha Simmons, LaTanya Smith, Logan Wagers

Support Services Central: Mary Fisher (Site Manager), Emily Sutter (Team Leader), LeAyn Atkins, Samantha Eby-Reel, Billie Foukas, Toni Gates, Debra Meadows, Michele Miller, Sarah Miller, Beth Schulz, Abby Sears, Joyous Shelton, Amy Stoll, Theresa Sullivan

Support Services South: Heidi Donahue (Team Leader), Kimberly Bartlett, Chelsea Burton, Melissa Dixon, Courtney King, Lora Love, Tana Smith

### CRISIS STABILIZATION

Sara Drake (Team Leader), Alicia Bryant, Monika Fuqua, Brooke Hartwell, Ashley Williamson, Patty Yaryan

### INDY PRIDE PLANNING COMMITTEE

Brooklyn Arizmendi, Aja Bridgewater, Lynn Farmer, Kristine Gale, Arielle Zerger, Pam Hartman, Nicole Lane-Mullins, Cate Porter, Tina Serrano, Julie Stewart

### BUSINESS DEVELOPMENT/MARKETING

Tina Serrano, Cate Porter

#### AMPY AWARD # AWARDED

BETTER TOGETHER 24

COOL, CALM, AND COLLECTED 6

CUSTOMER WHISPERER 15

EXTRA MILE 46

HEART & SOUL 4

IDEA INNOVATION 2

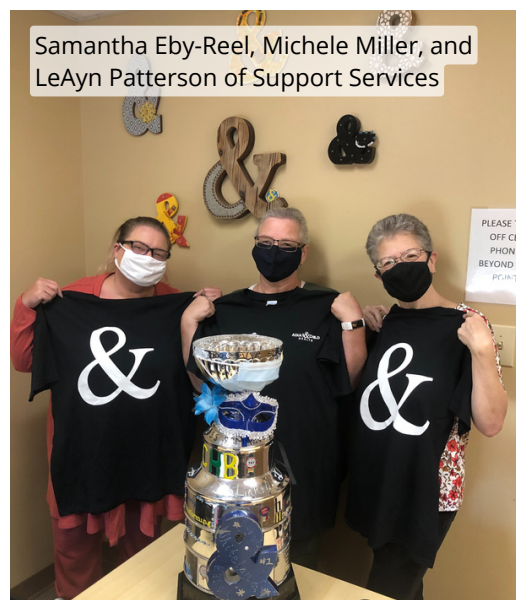
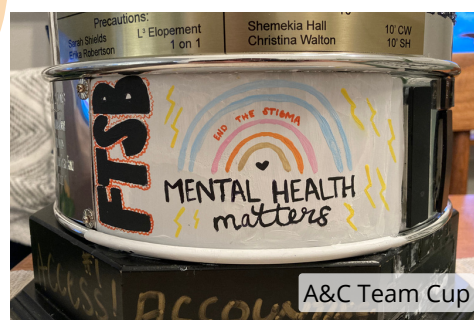
MASTER YODA 6

RELATIONSHIP BUILDER 3

RESILIENCE 6

STAND OUT 5

**TOTAL 117**



This fiscal year, employees gave one another a total of **688 HIGH FIVES** on HelloTeam and made **254 IMPRESSIONS** on Paylocity, acknowledging their wonderful colleagues!



## A YEAR OF GROWTH

The 2021-2022 fiscal year has proven to be a monumental one for A&C's Training Team. With the addition of three new trainers, this team is the largest it has ever been. In addition to the increase in full-time staff, the team also facilitated 25 internships in the school-based, community-based, outpatient, and open-access service lines, with many of them staying on as employed therapists following their tenure as interns.

Facilitating meaningful connections is a strength for this team, and they were enthusiastic to see the reimplementations of face-to-face training sessions that had been cut back due to the Covid-19 pandemic.

Left to right: Matt Bane, Brittany Kozlovic, Cassie Squillace, Venus Webb (on screen), Christina Ladd, Devon Huff, Abby Pigg



"We recently made a shift to having some in-classroom trainings instead of being all virtual," said **Venus Webb, Specialist Trainer**. "It's nice to be able to see faces and connect to our staff in a more personal way versus just a camera on a screen."

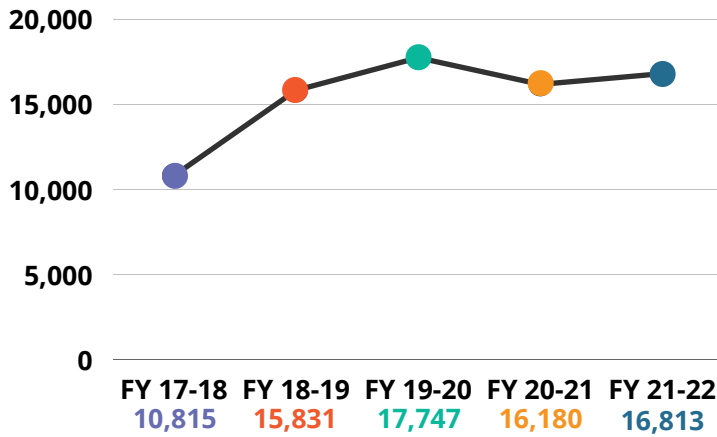
This dynamic group's work spans far beyond the boundaries of A&C's walls. This year, the Training Team's reach expanded to new partnerships and external activities ranging from arts and culture to traumatic stress and beyond. A partnership with the Indianapolis Art Center gave the training team the opportunity to instruct on trauma-informed care and how to address issues and crises that come up in the populations the Center serves through art classes at domestic violence centers, after-school programs, and crisis situations. The team also established an ongoing partnership with Wheeler Mission to provide trainings on mental health, addictions, trauma informed care, and cultural responsiveness. Another partnership involved collaborating with Connections Case Management to provide their staff training on topics like communication, professionalism, secondary traumatic stress, and self-care.

Even despite steady growth, continued improvement is always a goal. Brittany Kozlovic, Clinical Trainer and Practicum Field Instructor, has continued to grow partnerships with external organizations and universities, has implemented additional supports to A&C leadership, and has explored options to expand the bachelor level internship program. The team also made updates and improvements to their Safe Zone and Cultural Responsiveness trainings by partnering with both the LGBTQIA+ Taskforce and the Black Cultural Awareness Taskforce to incorporate a more diverse array of voices.

"The team in general works so well together, and a lot of that is attributed to Christina [Ladd, Team Leader] and Cassie [Squillace, Director of Culture and Talent]. They allow us the freedom to make changes and improvements to trainings," said **Matt Bane, Specialist Trainer**.

Other improvements and projects for the Training Team included providing all foster parent CPR classes and medical team BLS certifications, updating annual staff trainings, and collaborating with NextGen subject matter experts on the roll-out of the new EMR and ongoing system enhancements.

## UNDUPLICATED CLIENT COUNT

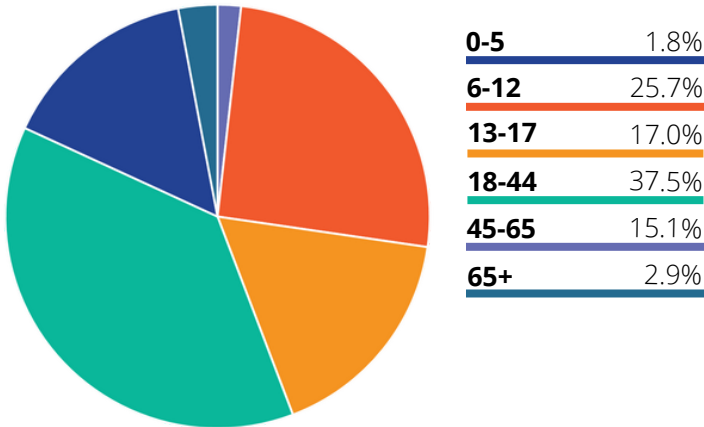


## OVERALL SERVICE

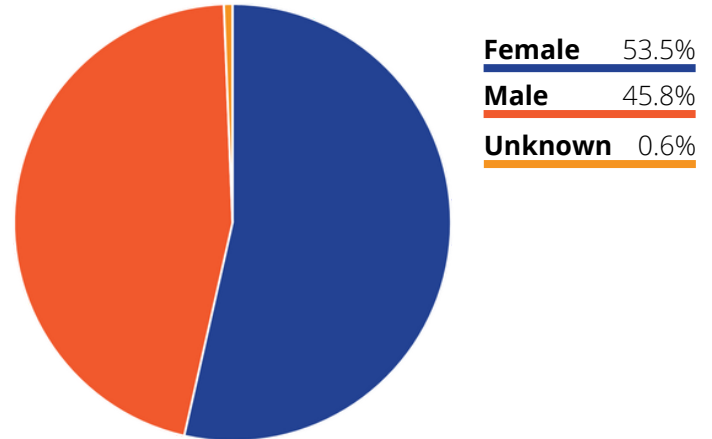
**326,650**  
Hours of  
Service Provided

**16,813**  
Clients Served

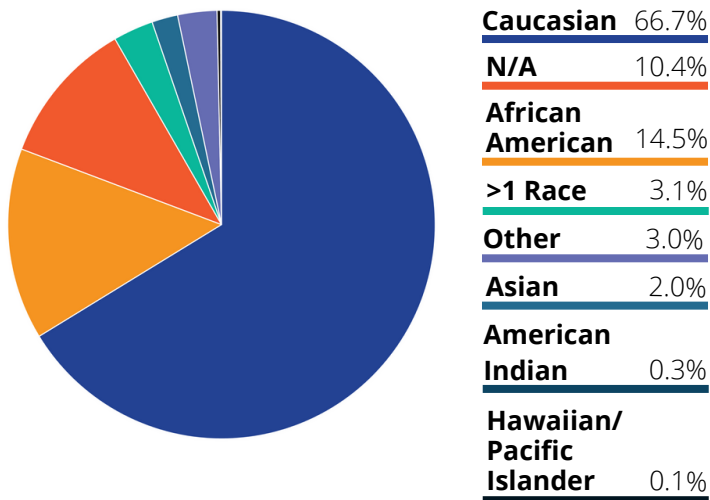
## CLIENT COUNT BY AGE GROUP



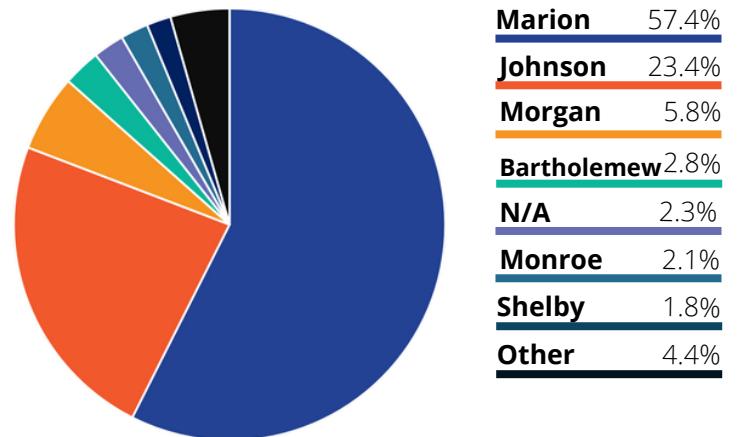
## CLIENT COUNT BY GENDER AT BIRTH



## CLIENT COUNT BY RACE

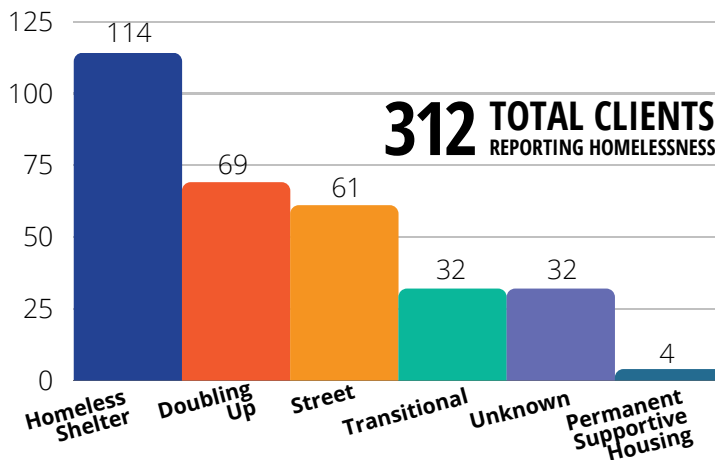


## CLIENT RESIDENCY BY COUNTY

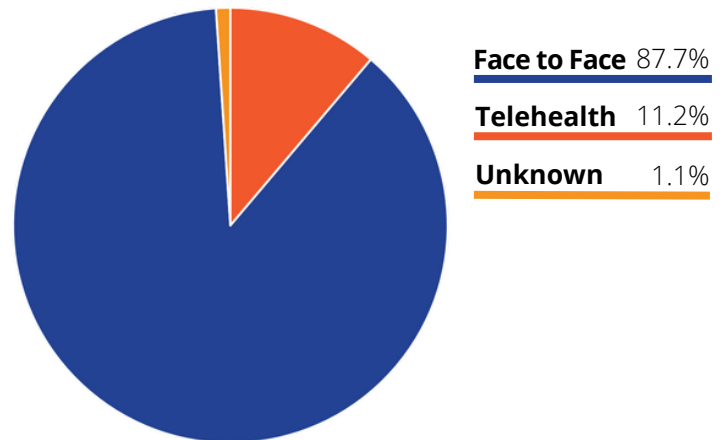




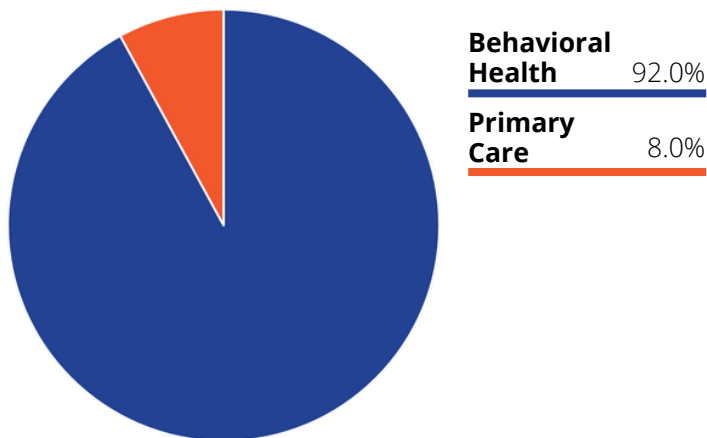
## CLIENTS REPORTING HOMELESSNESS



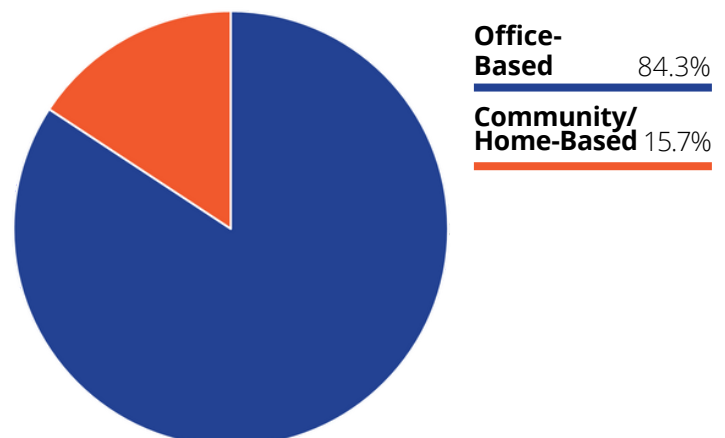
## TELEHEALTH VS FACE-TO-FACE SERVICES



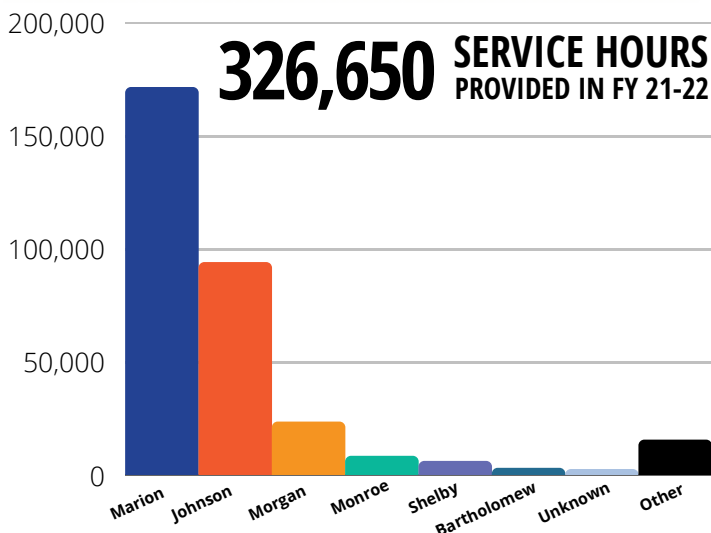
## CLIENTS BY BEHAVIORAL HEALTH/PRIMARY CARE



## OFFICE-BASED VS COMMUNITY/HOME-BASED SERVICES



## DURATION OF SERVICE HOURS PROVIDED BY COUNTY



## FISCAL YEAR AT A GLANCE

**9,968** Patients Living In Poverty Served (under 200% FPL)

Mean Household Income for Patients Served — **\$16,889.46**

**28,893** Safe Nights Provided in Foster Care

Youth Served Through Home-Based Treatment — **119**

NEW LOCATION  
**COMING SOON**  
TO DOWNTOWN INDIANAPOLIS



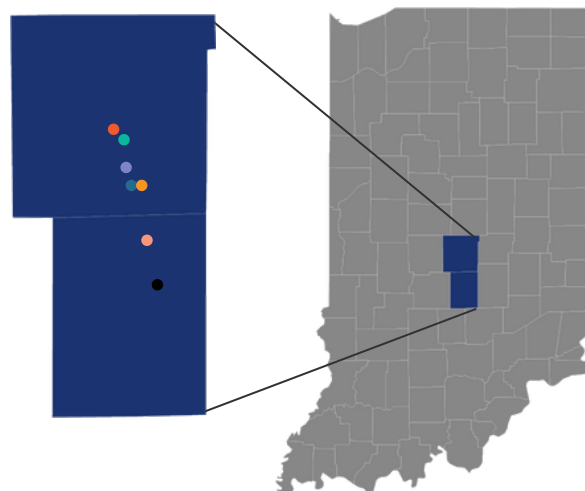
**FALL 2023**

**1840 N Meridian St.**

**ADULT & CHILD**  
*HEALTH*

## Our Locations

- 222 E. Ohio St. Indianapolis, IN 46204
- 8320 Madison Ave. Indianapolis, IN 46227
- 603 E. Washington St. Indianapolis, IN 46204
- 8404 Sear Terrace Indianapolis, IN 46227
- 234 E. Southern Ave. Indianapolis, IN 46225
- 6001 U.S. 31 Whiteland, IN 46184
- 1860 Northwood Plaza Franklin, IN 46131



**adultandchild.org | 1.877.882.5122**

