



health care

for our community

Annual Report • Fiscal Year 2021

PORTER
STARKE
SERVICES
Health • Balance • Hope



Friends of Porter-Starke Services,

Looking back over the past year at Porter-Starke Services, it is amazing to see what we have been able to accomplish even in the throes of a pandemic. In this report, we highlight some of the ways in which we have been working to meet the community's health and behavioral health needs over the past twelve months.

Last July, we were awarded a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF), which stated that "leadership and staff members of the organization are collaborative, partnering with other human service organizations in the community in order to ensure that a full continuum of services is available to meet the needs of persons served." While it was only a little over a year ago that we opened our doors at Recovery Center La Porte, we were also able to secure a full three-year CARF accreditation in March. We received two additional years of funding from the Healthcare Foundation of La Porte as well, putting the program on the path to sustainability.

This past year also saw increases in public support for our organization, much of which was related to the pandemic. Our Certified Community Behavioral Health Clinic grant from the Substance Abuse and Mental Health Services Administration helped us further enhance the care we provide and hire more new staff. Grants from the Department of Justice and the State of Indiana were used to combat opioid abuse, particularly in rural areas such as Starke County. Thanks in large part to quick and effective adaptation to telehealth, our overall service volume increased as well. Despite hiring struggles throughout the nation, we consistently maintained our staffing levels during the year, enabling us to serve a record number of people across all of our locations.

As an organization, we took steps to reinforce our commitment to diversity and inclusion by explicitly adding this as our very first core value. We also provided new and continued diversity training for all leadership, and officially recognized Juneteenth as a new holiday on the Porter-Starke Services calendar.

All of these efforts have put us in a strong position to care for our community, especially as the need for high-quality health and behavioral health services continues to grow. I have no doubt that the staff and team at Porter-Starke Services, alongside our many community partners, will be ready to take on the challenges ahead.

Yours in health, balance, and hope,

Matthew J. Burden, Ph.D.
President/CEO

Executive Leadership Team

Matthew J. Burden, Ph.D.
President/CEO

Clarence Boykin, DHA
Vice President, Marram Health Center

Sandy Carlson, LCSW, LCAC
Vice President, Clinical Services

Mary Idstein, CPA, SPHR
Chief Financial Officer

Anand Popli, MD
Chief Medical Officer

Kate Sanders, MA
Vice President, Systems Administration

Mike Weaver, MBA
Vice President, Medical Services

Aileen Wehren, Ed.D.
Executive Advisor

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Attorney

Scott Carlson, OD • Vice Chair
Optometrist, Northwest Indiana Eye & Laser Center

John Johnson, MD • Secretary/Treasurer
Physician

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President/CEO, Urban League of Northwest Indiana

Robert Bryant
Financial Advisor, Edward Jones

Janet Carpenter
Certified Public Accountant

Judith Jelinek
Community Volunteer

Sharron Liggins, Ed.D., RN
Executive Director, Continuum of Care
Network of Northwest Indiana

Ethan Lowe
Attorney

Mary Beth Schultz
Retired President & CEO, The Caring Place

Porter-Starke Services Foundation Board of Directors

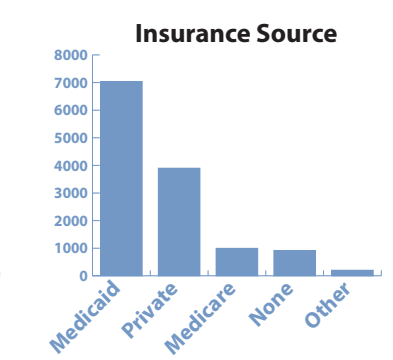
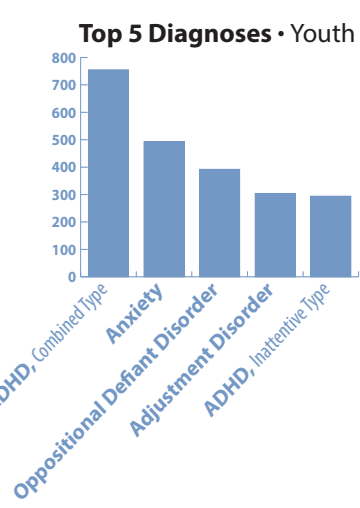
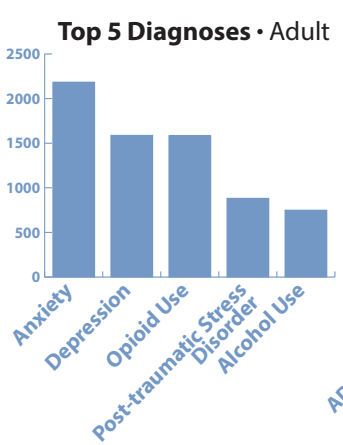
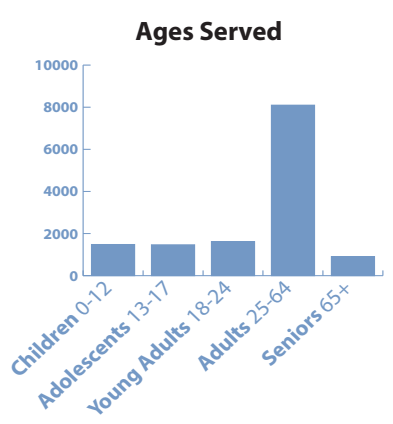
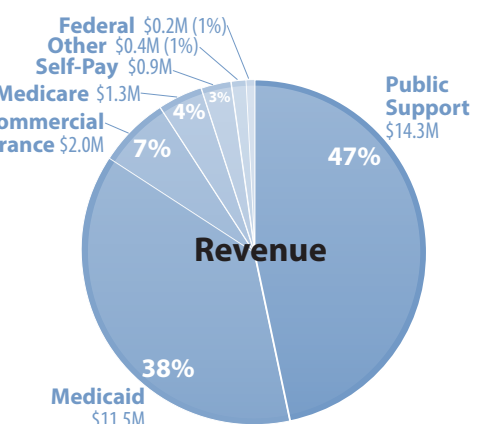
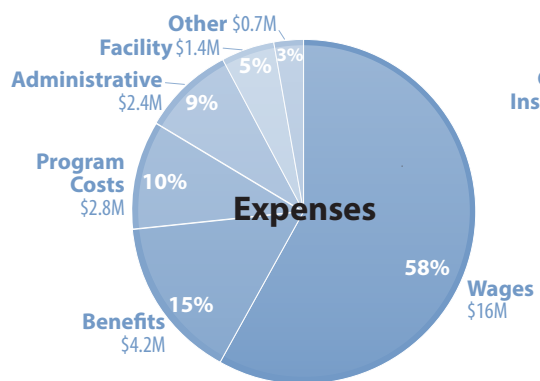
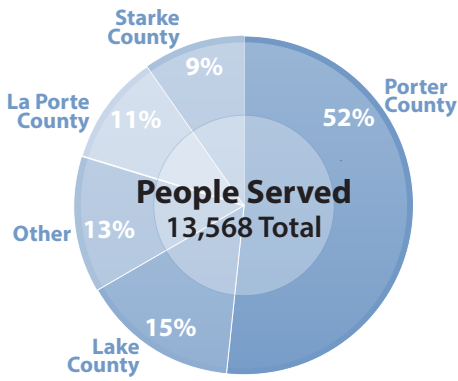
Ethan Lowe • Board Chair
Attorney

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Assistant Academic Department Chair -
Undergraduate Psychology,
Purdue University Global

Gloria Vaughn McKown • Secretary/Treasurer
Vice President/Regional Sales Manager,
1st Source Bank

Chuck Harris
Porter County Recorder

Nancy Scannell
Lecturer, Valparaiso University



PREVENTION, EDUCATION & PARTNERSHIPS

Working Proactively

Porter-Starke Services helps our community to compassionately serve individuals impacted by behavioral health issues. We collaborate with community corrections, prevention coalitions, and problem-solving courts, including the Juvenile, Adult, Truancy, and Restoration Courts.

We also aim to improve overall health and quality of life through a variety of prevention and education initiatives. We regularly host educational presentations about mental health and wellness topics, including our annual full-day Living Health•Balance•Hope Symposium. This year's virtual event centered on helping mental health providers reach the best outcomes for their clients. Our team also leads presentations and trainings with law enforcement, non-profit boards, and other treatment providers to strengthen our community's understanding and response to behavioral health needs.

Knowing that adults over the age of 50 face unique challenges such as substance misuse, isolation, and depression, we recently introduced two evidence-based prevention programs: Wellness Initiative for Senior Education (WISE) and Healthy IDEAS (Identifying Depression and Empowering Activities for Seniors). Partnering with local senior groups and organizations, we connect adults with healthy lifestyle choices, education, and resources that help them feel empowered about their health.

Making Wise Choices

Diana Iltzsche, Prevention Education Coordinator for Older Adults (far left) leads a WISE class at the Valparaiso YMCA. 83% of participants make some kind of positive change to their lifestyle after taking the class.



ADMISSIONS & EMERGENCY SERVICES

Listening Compassionately

For many people, reaching out for help can seem overwhelming. Our Admissions & Emergency Services team understands and is ready to listen. Often the first to interact with people seeking services, a team specialist asks questions to gain an understanding of the person's situation and recommend a course of treatment. This may include a combination of individual or group therapy, case management, and psychiatric services.

Our team then collaborates with the new clients and their families, linking them with a provider, treatment approach, and schedule that meets their needs. Providers with specialized training offer services to various populations including military service members and their families, members of the LGBTQ community, low-income or homeless individuals, and people with mental or physical handicaps.

While our team conducts telephone and in-person assessments at our offices in Valparaiso, Portage, and Knox, we also provide crisis evaluations on-site at area hospitals. We are accessible 24 hours a day, 365 days a year for mental health emergencies.

CHILD, ADOLESCENT & FAMILY SERVICES

Building Resilience

Most mental health issues begin to appear at a young age. Connecting kids with the tools to succeed helps them to overcome obstacles and prepares them for a healthier future. We provide individual and group therapy and medication management for issues like self-esteem, behavioral problems, and ADHD. Children, adolescents, and their families can also receive home-based therapy and case management services. Collaborating with the Indiana Department of Child Services, we support therapeutic supervised visitation to help children and families connect and heal.

Our StudentWise program provides behavioral health services to students at the elementary, middle, and high schools of seven area school systems. Our providers work with children, teachers, and parents to help address skills such as healthy communication, conflict resolution, and impulse control, which are proven to increase academic success.

In our Beyond Boundaries team-building program, participants practice communication, creativity, trust, and teamwork through engaging and challenging initiatives. Used by corporate groups, organizations, and leadership teams, Beyond Boundaries also works with students, athletic teams, and youth groups. With well-earned insights, wisdom, and skills, participants of all ages apply new learning in their everyday life.

Moving Big Ideas

Summer day camp kids work together to transport a giant ball on the Beyond Boundaries Challenge Course. Each year, over 1,200 youth sharpen their teamwork and perseverance skills on our outdoor low ropes course.



Reaching New Insights

Porter-Starke Services offers individual and group treatment for children, adolescents, adults, and families. Our team of outpatient therapists, psychiatrists, and psychiatric nurse practitioners help thousands of people address behavioral health concerns each year.



PSYCHIATRIC & THERAPEUTIC SERVICES

Providing Treatment

Common health issues such as anxiety, depression, substance misuse, grief, or trauma are often the reason people seek our services. The vast majority of our clients benefit from a combination of our psychiatric and therapeutic services, which provide evaluation, diagnosis, and treatment to individuals of all ages.

Our psychiatrists and nurse practitioners help manage symptoms by prescribing and monitoring medications, and our nurses and medical assistants provide care and education and facilitate lab work.

Medications are often paired with individual, group, and family therapies designed to build upon the strengths of each client. Using feedback-informed treatment (FIT), our clinicians incorporate the feedback from clients after each session to improve the outcome of their care, whether face-to-face or via telemedicine.

For adults identified with substance misuse issues or a co-occurring disorder, treatment may include evidence-based group therapy, including intensive outpatient and relapse prevention.

OPIOID TREATMENT PROGRAM

Encouraging Recovery

Addressing the opioid crisis at the local level requires a community response that includes treatment, prevention, and recovery.

Our Recovery Centers in both Valparaiso and La Porte provide medication-assisted treatment, the number one treatment for opioid use disorder. Methadone is administered seven days a week and is coupled with medication monitoring and comprehensive individual and group therapy.

We also actively engage with people on their road to recovery. In addition to medications and therapy, recovery support services help clients to secure housing, obtain health insurance, and build skills for everyday living.

The STOP (Starke Taskforce for Overdose Prevention) Consortium works with organizations in the Starke County community. This coalition recently assisted in opening the county's first recovery home and expanding peer recovery and fitness services. Following a statewide call-to-action to make Narcan, a life-saving medication for opioid overdose, more readily available, Porter-Starke Services installed NaloxBoxes at our offices in Valparaiso, Portage, Knox, and La Porte.

Offering More Possibilities

Dr. Sajiv John, Recovery Center Medical Director (far right) holds the ribbon for a celebratory opening of the La Porte Recovery Center in October 2020 with **Douglas Huntsinger**, Indiana Executive Director for Drug Prevention (second from right), and **Dr. Vidya Kora**, La Porte County Commissioner (left). The State of Indiana's newest certified Opioid Treatment Program served over 100 people this past year and continues to expand.

Photo by La Porte County Herald-Dispatch





Refreshing the View

The renovated Nurses Station on the Inpatient Care Center improves communication among staff and clients. Recently updated carpeting and furniture in the dining area, group room, and common area help create a more inviting and functional space for nearly 450 clients each year.

INPATIENT CARE CENTER

Initiating Stability

The onset of a crisis may occur for someone suddenly without warning, or build slowly over time. No matter the cause, a person in crisis needs immediate and careful attention. Our Inpatient Care Center (ICC) provides acute psychiatric and therapeutic care to adults experiencing a mental, emotional, or behavioral episode or crisis. Individuals are assessed by a psychiatrist and nurse and participate in a range of structured therapeutic services based on their needs.

Typically, people stay three to five days for treatment that includes medication, group time to process and reflect, educational sessions on coping skills, nutrition, movement, and more. Experiential therapy, a unique group provided in both ICC and outpatient programs, engages clients in experiences, challenges, or activities to increase their awareness of their thoughts, feelings, and behaviors. Based on new-found wisdom, they can make choices and apply them to future situations and relationships.

The ICC is a 16-bed psychiatric inpatient hospital staffed by psychiatrists, social workers, nurses, and psychiatric technicians 24 hours a day, 365 days a year. Our team of providers work collaboratively and compassionately to stabilize patients before discharging them to follow-up outpatient care.

COMMUNITY SUPPORT SERVICES

Nurturing Independence

Since opening in 1975, Porter-Starke Services has provided consistent care for adults with severe and persistent mental illness. Through a range of supportive services, we help people on their path to independent living.

We provide structured care to treat behavioral health symptoms and to help individuals learn skills such as hygiene, stress management, and vocational skills. Clients meet in individual or group-based sessions and are encouraged to participate in open dialogue to create and meet their treatment goals. Case managers help to coordinate care with psychiatrists, nurses, and therapists and link people to insurance and other social services.

We also operate several transitional housing facilities for our clients, including LIFE House, Davies Home, and Aurora View Apartments. Eligible adult male and female residents learn independent living skills while receiving daily contact and oversight with our outreach coordination team.

Physical health and ongoing access to primary care is also encouraged. Through the evidence-based InSHAPE Program, our health mentors assist clients with healthy cooking, nutrition education, and an active lifestyle by collaborating with local gyms and health clubs.



The support of our community helps us improve the care we provide. Gifts to our organization help to address the essential needs of our clients, including food, shelter, transportation, and other basic necessities. *Thank you for helping us do what we do even better.*



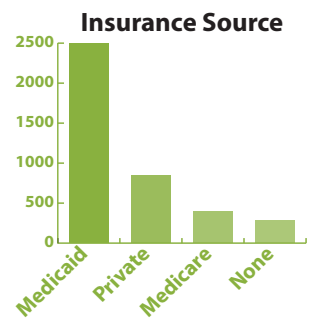
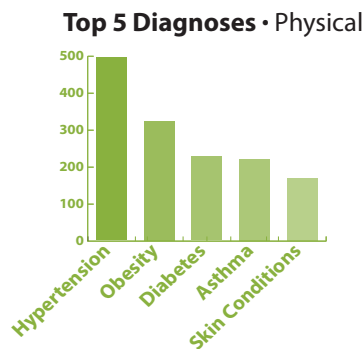
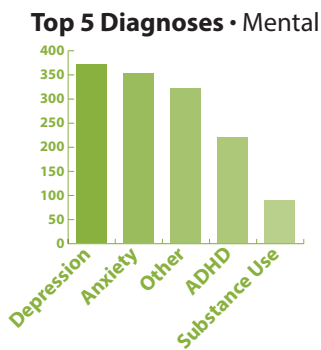
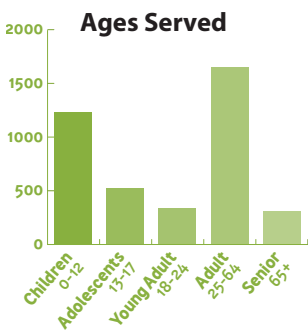
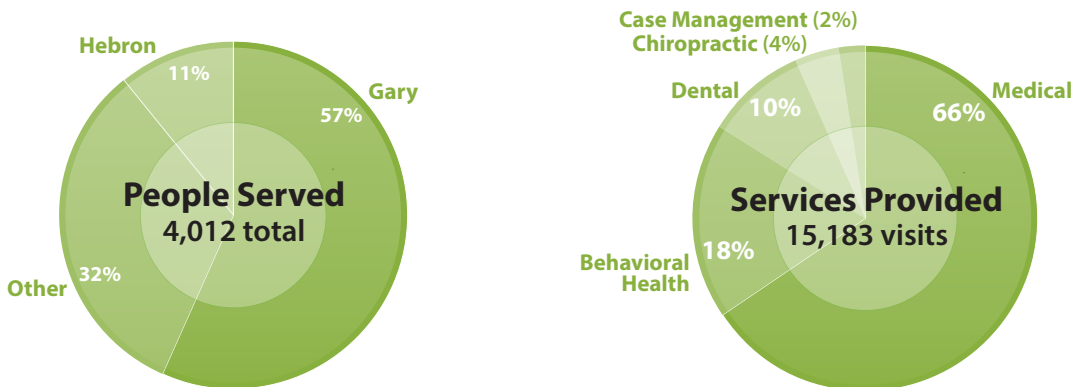
MARRAM HEALTH CENTER

Expanding Healthcare

Recognizing the connection between mind and body, Porter-Starke Services operates Marram Health Center, a Federally Qualified Health Center (FQHC) located in both Gary and Hebron. We offer comprehensive healthcare services, including primary and behavioral health, pediatrics, and women's health. Dental, chiropractic services, and an on-site pharmacy are also offered at our Gary location. Marram provides regular exams and education and assists people with accessing basic needs, such as food, shelter, and insurance. With a special emphasis on caring for the underserved, our team of physicians, nurses, and medical assistants regularly provide outreach and education at area homeless shelters, low-income housing, and food distribution sites to help promote an active and nutritious lifestyle.

Marram participates in many initiatives to improve the quality of life of our community and the people we serve. We provide all recommended childhood and ongoing immunizations, perform tests and screenings, and help patients navigate chronic conditions, such as hypertension and diabetes. By providing blood pressure cuffs, testing strips, and other supplies, patients are able to remotely monitor their condition and improve their health.

Throughout the COVID-19 pandemic, our team has provided both in-person and telehealth visits, performed regular coronavirus testing and vaccinations, and partnered with local organizations to ensure residents have access to safe and stable shelter.



Serving in All Settings
Yustacheya Robinson, Karina Buenavides, Brandy Pittman, and Mindy Krsak, CPNP-PC (left to right) provide services to attendees at a food distribution event hosted by Beyond 4 Walls Christian Center. Partnering with local organizations helped Marram Health Center connect more people with local resources and COVID-19 testing.





Celebrating Our Three-year Accreditation

The Commission on Accreditation of Rehabilitation Facilities (CARF) is an international nonprofit which provides accreditation for service providers. Porter-Starke Services earned a three-year accreditation, the highest level awarded by CARF, for the following programs:

Case Management/Services Coordination: Mental Health

- Adults
- Children & Adolescents

Community Housing: Mental Health

- Adults

Day Treatment: Mental Health

- Adults

Inpatient Treatment: Mental Health

- Adults

Integrated Behavioral Health/Primary Care: Comprehensive Care

- Adults

Outpatient Treatment: Alcohol & Other Drugs/Addictions

- Adults
- Children & Adolescents

Outpatient Treatment: Mental Health

- Adults
- Children & Adolescents

Prevention: Mental Health

- Adults
- Children & Adolescents

Outpatient Treatment: Opioid Treatment Program

- Adults



Our Mission

Porter-Starke Services is dedicated to enhancing the quality of life in our community through prevention, treatment, education, and research.

Our Vision

Inspiring people to advance the health, balance, and hope of our community.

At Porter-Starke Services, we value:

- Diversity and inclusion
- Our clients, employees, and partners
- Commitment to high quality services that are delivered effectively
- Integrity, compassion, and responsibility in every encounter
- Improved access to total healthcare for those with barriers to services
- Consistent care for children and adults with serious mental illness and chronic addiction
- Open communication, validated business standards, and transparent operations
- Creativity and innovation for continuous, measurable quality improvement



Serving Northwest Indiana

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