



Transforming Care

2024 ANNUAL REPORT

Our Leadership Guides the Way

Porter-Starke Services Executive Team

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

Clarence Boykin, DHA
Vice President,
Marram Health Center

Sandy Carlson, LCSW, LCAC
Vice President, Clinical Services

Mark Goodrich, JD
Vice President, Human Resources

Andrew Nielsen, MBA, CPA
Chief Financial Officer

Anand Popli, MD
Chief Medical Officer

Kate Sanders, MS, MA
Vice President,
Systems Administration

Mike Weaver, MBA
Vice President, Medical Services

Porter-Starke Services Board of Directors

Susan Kelly-Johnson
BOARD CHAIR
Attorney

Robert Bryant
VICE-CHAIR
Financial Advisor, Edward Jones

Sharron Liggins, Ed.D., RN
SECRETARY/TREASURER
Executive Director,
Drug Free Gary Coalition

Jeanne Ann Cannon, LCSW
AT-LARGE
Private Practice Clinical
Therapist & Life Coach

Vanessa Allen-McCloud, Ed.D.
President/CEO, Urban League
of Northwest Indiana

Scott Carlson, OD | End 12/2023
Optometrist, Northwest Indiana
Eye & Laser Center

Judith Jelinek
Community Volunteer

John Johnson, MD | End 5/2024
Physician

Ethan Lowe
Attorney, THOR Industries, Inc.

Mary Beth Kominiak
Retired President & CEO,
The Caring Place

Chad Nally
Attorney
Burke Costanza & Carberry, LLP

Porter-Starke Services Foundation Board of Directors

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BOARD CHAIR
Assistant Vice President –
Relationship Manager,
First Merchants Bank

Kristy Crowley
VICE-CHAIR
Assistant Academic Department Chair –
Undergraduate Psychology,
Purdue University Global

Gloria Vaughan McKown
SECRETARY/TREASURER
Vice President/Regional Sales Manager,
1st Source Bank

Chad Nally
Attorney
Burke Costanza & Carberry, LLP

Nancy Scannell, PCC, MA, MS
Executive Coach

Otto Shragal
Attorney/Owner, Allen Law Group



“It is a pleasure to be a part of an organization that genuinely cares for the people we serve, and to work with a team that invests their time, energy, knowledge, and passion to truly make a difference in so many lives in our community.

It's clear that our volunteer boards of directors, our executive team, and the staff members at Porter-Starke Services share in this dedication to helping others, and our overall mission, vision, and values.”

Susan Kelly-Johnson
Chair, Porter-Starke Services Board of Directors

Letter from the CEO

Friends of Porter-Starke Services,

It has been another year of growth and expansion at Porter-Starke Services, which started with the launch of our Mobile Crisis Team in July of 2023. The team is now just a phone call away and available 24/7 to respond to mental health crises in our community. Their efforts are complemented and enhanced by the addition of our new Crisis Center. This 24/7 facility is equipped to address mental health emergencies onsite at Porter-Starke Services in Valparaiso, linking people with support and behavioral health or medical care. These efforts, combined with our Inpatient Care Center, a 16-bed inpatient psychiatric facility, provide a full array of crisis services to our community. This means that people can receive the right care in the right setting, avoiding medically unnecessary hospital visits and reducing or eliminating time with law enforcement.

While these crisis services have been supported through grants in Indiana, the State received word from the federal government in June of 2024 that it was selected as one of 10 new “demonstration” states to implement the Certified Community Behavioral Health Clinic (CCBHC) model. This represents one of the most significant transformations to our mental health system in the last 15 years, paving the way to support the Mobile Crisis Team, Crisis Center, and many other needed behavioral health services in an enduring way.

Over this past year, we also expanded primary care through our Marram Health Center locations, including the completion of a major renovation in Hebron that more than doubled its original size. We have also expanded our community partnerships, offering additional trainings, therapy groups, and serving as liaison to all of the area’s problem-solving courts. In addition, our Foundation’s annual Living Health, Balance, Hope Symposium and Valparaiso Turkey Trot each had another successful year.

As we continually strive to make our organization the best place to work and the best place for client care, I was very happy to see that 92% of our employees said they would recommend Porter-Starke Services as a place to work in a recent workplace survey. The dedication and commitment from individuals at every level of this organization is truly inspiring, and we look forward to another year of *Health, Balance, and Hope* together.

Sincerely,



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

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.



Mental Health & Substance Misuse Challenges Can Look Like

- Irritability
- Feeling anxious
- Mood changes
- Feeling sad or depressed
- Being overwhelmed
- Withdrawing socially from friends and family
- Difficulty concentrating
- Lacking motivation
- Disorganization in memory, thoughts, or behavior
- Misusing alcohol/drugs
- Taking a substance for longer than needed or in larger amounts
- Having a strong desire to use a substance
- Unsuccessfully reducing or controlling substance use
- Sleep difficulties
- Declining hygiene
- Changes in eating habits
- Uneasiness around others
- Lack of self-worth
- Self-harm
- Changes in thinking or perceptions

Symptoms may vary from person to person. If things just don't feel right, trust yourself and reach out for help.

Meeting People Where They Are

Whether someone is seeking services for themselves or others, or simply wanting to learn more about healthier living, Porter-Starke Services is here to help.

We provide an array of services to meet the mental, emotional, behavioral, and physical health needs of our community. People seeking care are surrounded with individualized treatment and support to help them live fully again, and we continually aim to educate, inspire, and celebrate health and well-being.

We Provide

MENTAL HEALTH SERVICES

- Individual Therapy
- Group Therapy
- Family Therapy
- Couples Therapy
- Medication Management
- Psychiatric Evaluation & Diagnosis
- Psychological Testing

SUBSTANCE USE TREATMENT

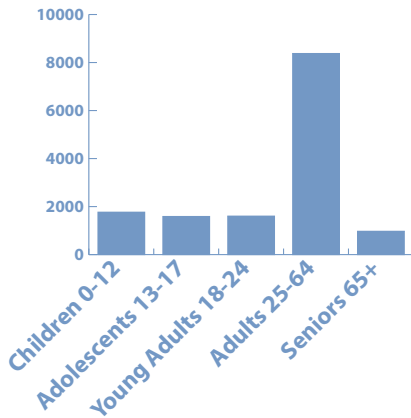
- Individual Therapy
- Group Therapy
- Family Therapy
- Intensive Outpatient Treatment
- Medication-Assisted Treatment
- Recovery Center
- Peer Recovery & Support
- Tobacco Cessation

CRISIS CARE

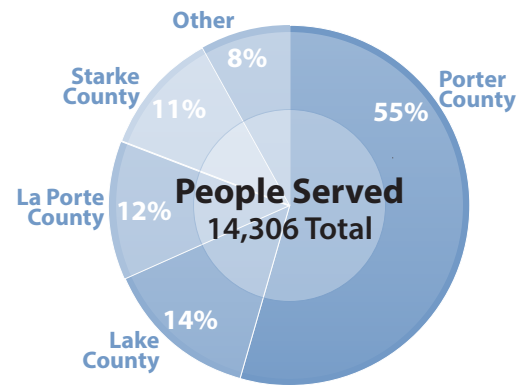
- Crisis Center
- Inpatient Care Center
- Mobile Crisis
- Emergency Services

People Served in 2024

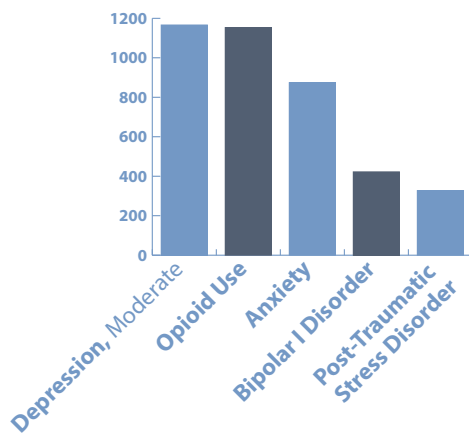
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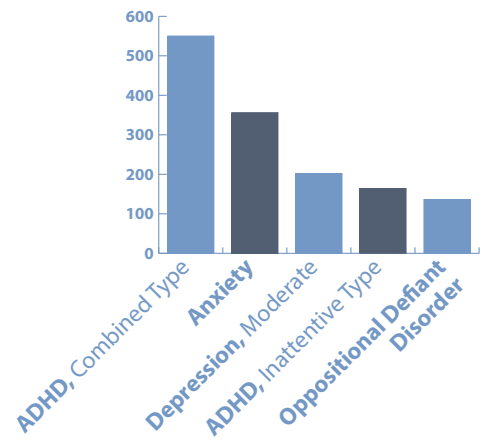
PEOPLE SERVED BY COUNTY



TOP FIVE DIAGNOSES IN ADULTS



TOP FIVE DIAGNOSES IN YOUTH



Serving Adults • Families • Adolescents • Children

PRIMARY HEALTHCARE

- Family Practice
- Pediatric Care
- Women's Health
- Dental Care
- Behavioral Health
- Chiropractic Care
- Support Services

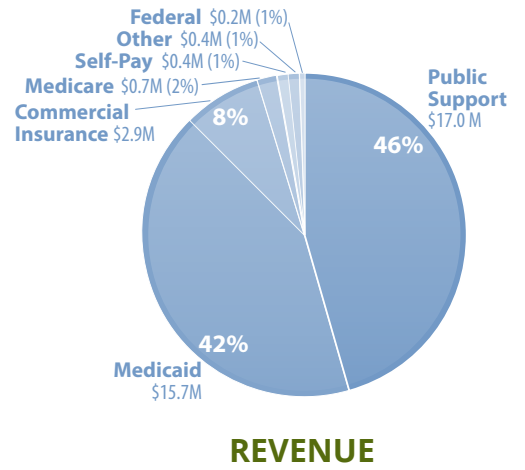
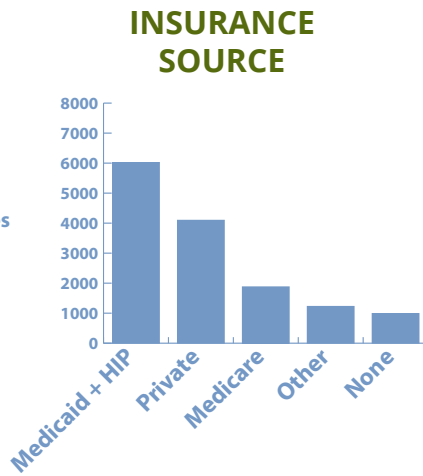
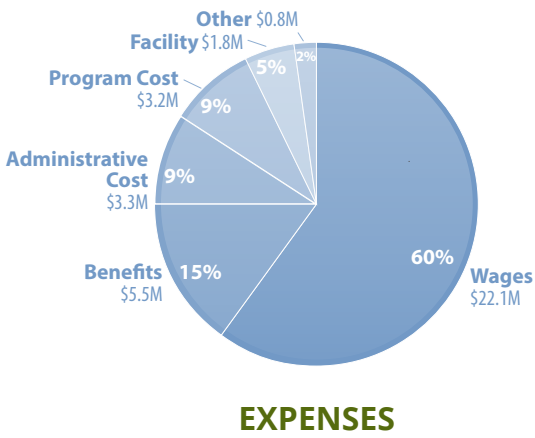
COMMUNITY-BASED SERVICES

- Adult & Child Case Management
- Home-Based Therapy
- Supervised Living
- Supported Housing
- School-Based Services
- Skills Training

EDUCATION & ENGAGEMENT

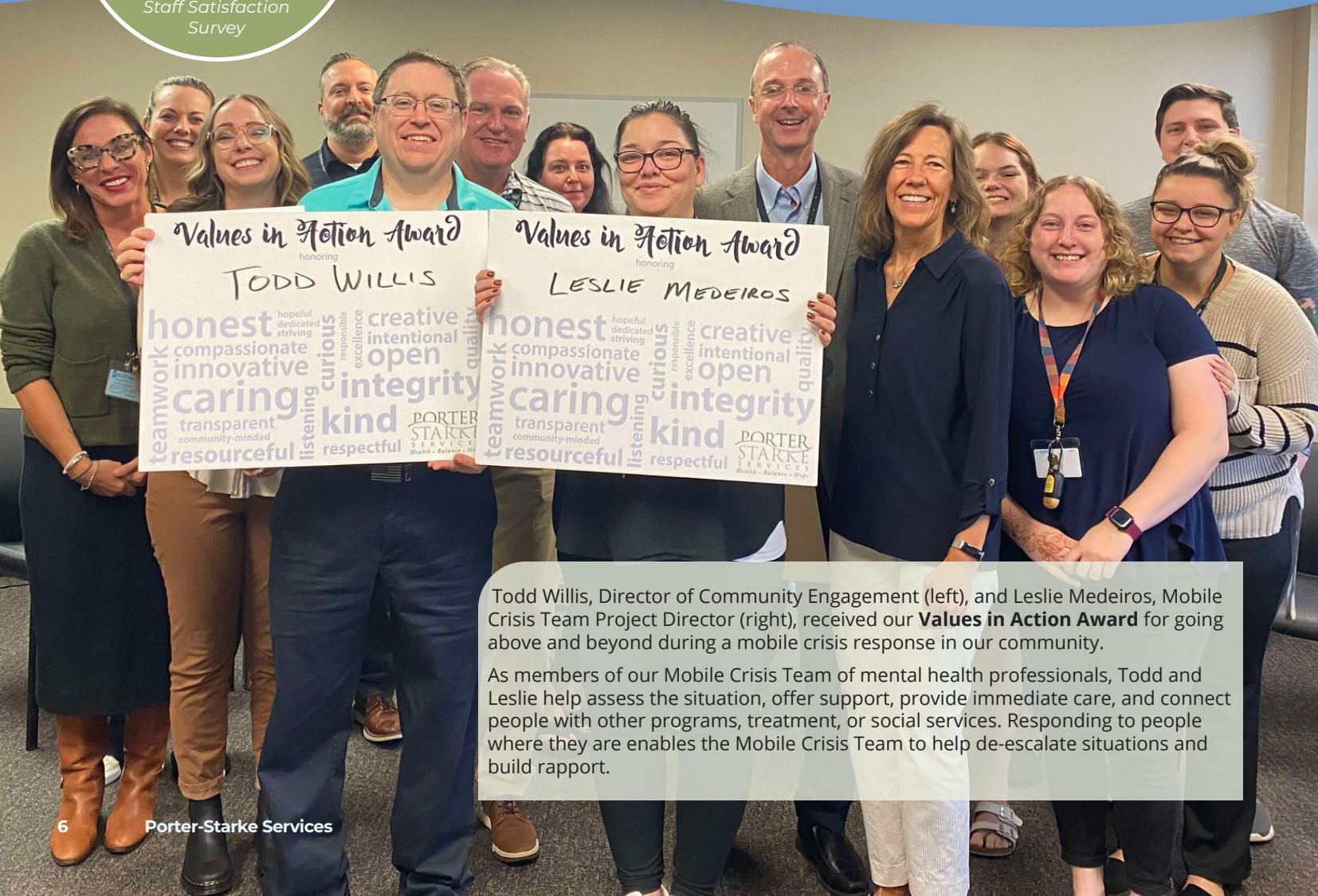
- Beyond Boundaries
- Employee Assistance Program
- Public Health Education
- Prevention & Education
- Resources
- Community Speakers
- Clinical Training

2024 in Review



92%
of staff
would recommend
others to work at
Porter-Starke Services

- Result of FY2024
Staff Satisfaction
Survey



Todd Willis, Director of Community Engagement (left), and Leslie Medeiros, Mobile Crisis Team Project Director (right), received our **Values in Action Award** for going above and beyond during a mobile crisis response in our community.

As members of our Mobile Crisis Team of mental health professionals, Todd and Leslie help assess the situation, offer support, provide immediate care, and connect people with other programs, treatment, or social services. Responding to people where they are enables the Mobile Crisis Team to help de-escalate situations and build rapport.

Transitioning to a **New Model of Care**

As the State of Indiana looks to transform the community mental health center system to adopt the Certified Community Behavioral Health Clinic (CCBHC) treatment model, Porter-Starke Services is well-positioned to meet these federal standards.

In recent years, in addition to the services we have historically provided, we also:

- **Expanded 24/7 crisis services**, which now include the Mobile Crisis Team and Crisis Center.
- Continued to work with local **problem-solving courts**, including the veterans mental health court and the newly established teen mental health court.

- Enhanced outpatient **screening and monitoring through our Marram Health Center** and other local health partners.

- Incorporated **peer support** in a variety of our service lines, including medication-assisted treatment, community support services, and crisis teams.

These efforts enhance the level of care we provide, improving accessibility, responsiveness, and whole person health as demand for our services have continued to grow.

Providing the Right Level of Care at the Right Time



Evolving Crisis Services

To offer a more appropriate setting for those experiencing mental health crises, we developed our Mobile Crisis Team and opened our Crisis Center at 2301 Cumberland Drive in Valparaiso to provide more access points for care. Offering this increase in support and treatment can also help people avoid medically unnecessary hospital visits.



Integrating Primary Care

To promote access to physical healthcare services for our clients, we opened a new Marram Health Center location in our existing Portage office at 3176 Lancer Street. This convenient co-location of physical and behavioral healthcare, together with an onsite pharmacy, helps to promote and encourage better overall health for those we serve.



Providing Peer Support

To help overcome obstacles to recovery, our team of peer support professionals collaborate with our clients to find solutions and support them during care. Through the lens of lived experience with mental health and substance use challenges, and combined with additional training, our peers offer a uniquely personal and compassionate perspective to treatment.



CRISIS CENTER

FOR MENTAL HEALTH EMERGENCIES

Lieutenant Governor of Indiana Suzanne Crouch (6th from right) joins Porter-Starke Services staff, board members, and other community leaders on November 30, 2023 for a ribbon cutting ceremony celebrating the new Crisis Center location in Valparaiso.

In early 2024, Porter-Starke Services officially opened the Crisis Center to provide short-term observation and care for people experiencing a mental health crisis. The center, which is open 24/7/365 and accepts walk-ins for both adults and youth, offers a calming place to assess for mental health or medical care before potential referral to outpatient, inpatient, or crisis stabilization services. Together with our Mobile Crisis Team and Inpatient Care Center, our inpatient psychiatric facility, our range of Crisis Care services ensures that people receive the level of care they need in the most appropriate setting.

**24-HOUR
CRISIS LINE
219.476.4523**



What is a mental health emergency?

A person experiencing a mental health emergency, crisis, or episode may have thoughts or behaviors that interfere with their daily living or functioning. They may be in danger of hurting themselves or others. This experience can occur suddenly without warning or build slowly over time. No matter the cause, a person in crisis needs immediate and careful attention by trained mental health professionals.



Crisis Center
Youth Stabilization Room



Crisis Center
Adult Stabilization Room



Inpatient Care Center
Dining Room



Inpatient Care Center
Day Room

Porter-Starke Services provides a range of care and treatment designed specifically to help people experiencing a mental health episode or crisis.

About the Crisis Center

- Provides short-term observation and care (up to 24-hours) in a less restrictive setting than a psychiatric hospital
- Open 24/7/365 and accepts walk-ins
- Serves both adults and youth
- Offers a calming place to assess for:
 - behavioral health or medical care
 - peer and crisis support
- Assessment can include potential referral to outpatient, inpatient, or crisis stabilization services.

If psychiatric hospitalization is necessary, a Crisis Center assessment may lead to admission to the Porter-Starke Services Inpatient Care Center. Adolescent admissions to a psychiatric hospital would be referred to a partner facility.

About the Inpatient Care Center

- Provides acute psychiatric and therapeutic care in a secured setting for typically 3-5 days
- Serves adults age 18+ who are experiencing a mental, emotional, behavioral crisis or episode
- Open 24/7/365
- Discharge includes planning for outpatient aftercare and services

Warning Signs That a Person May Be Experiencing a Mental Health Crisis Can Include:

- Trouble with daily tasks
- Sudden, extreme mood changes
- Increased agitation
- Abusive behavior
- Isolation
- Paranoia
- Symptoms of psychosis like having difficulty recognizing family or friends, hearing voices, or seeing things that aren't there

"Warning Signs of a Mental Health Crisis," NAMI, www.nami.org/Support-Education/Publications-Reports/Guides/Navigating-a-Mental-Health-Crisis.



144
community
members, providers,
staff, police, law
enforcement, and
students attended
Perspectives

The **Perspectives** educational series (above) provides free quarterly presentations focused on improving the understanding, awareness, and support of people experiencing first episode psychosis. A range of speakers present on topics related to the experience of psychosis and how providers, family or friends, and community members can best offer effective and meaningful care and support.

Early Care Makes a Difference

The sooner someone seeks support and treatment for mental health challenges, the better. That means noticing and supporting mental health during adolescence and early adulthood, and providing the education and services to care for our youth. Last year, Porter-Starke Services:

- **Established a Teen Recovery Group** at the Porter County Juvenile Detention Center for youth ages 14-17. This group experience helps increase the level of social and family support for teens facing substance use challenges by improving their skills around coping, daily living, and substance use recovery.
- **Served as a key partner in the Porter County Juvenile Mental Health Court**, the first of its kind in the State of Indiana. This court helps kids receive the treatment they need while diverting them from the Porter County Juvenile Detention Center.
- **Continued to expand our StudentWise program, now serving 38 schools** in Porter and Starke Counties. This school-based program nurtures academic success by helping children learn valuable life skills such as healthy communication, impulse control, and conflict resolution.



“We are helping make a difference in the lives of families and children by providing a wide range of care and services. Each child and family is unique. So, whether it is linking children and families to needed resources, making referrals to additional services, teaching healthy parenting skills, collaborating with other professionals, or exploring a variety of coping and prosocial skills with children to help them reduce mental and behavioral health symptoms, we are always finding new and innovative ways to help.”

Katy Bytnar, LCSW
Director of Child & Family Services, Porter-Starke Services

Health & Wellness in Every Setting

In addition to providing treatment, Porter-Starke Services leads regular trainings, educational workshops, and experiences throughout the community. These events offer people the opportunity to deepen their understanding of health, balance, and hope in all its forms, including:

- **Living Health•Balance•Hope Symposium** Spotlights topics presented by mental health leaders
- **Crisis Intervention Team Training** Trains first responders in crisis response
- **Mental Health First Aid** Equips people to better serve youth and adults
- **Beyond Boundaries** Develops communication, trust, and team-building skills
- **Perspectives** Expands understanding of first-episode psychosis
- **WISE Class Series** Explores healthy living for people over the age of 50
- **HealthyIDEAS** Improves emotional and physical wellbeing in older adults
- **myStrength** Provides personalized wellness tools in a FREE app



Loren Toussaint, Ph.D. (right), keynote presenter at the 2024 Living Health-Balance-Hope Symposium, shared the importance of forgiveness and its many benefits to ourselves and others.

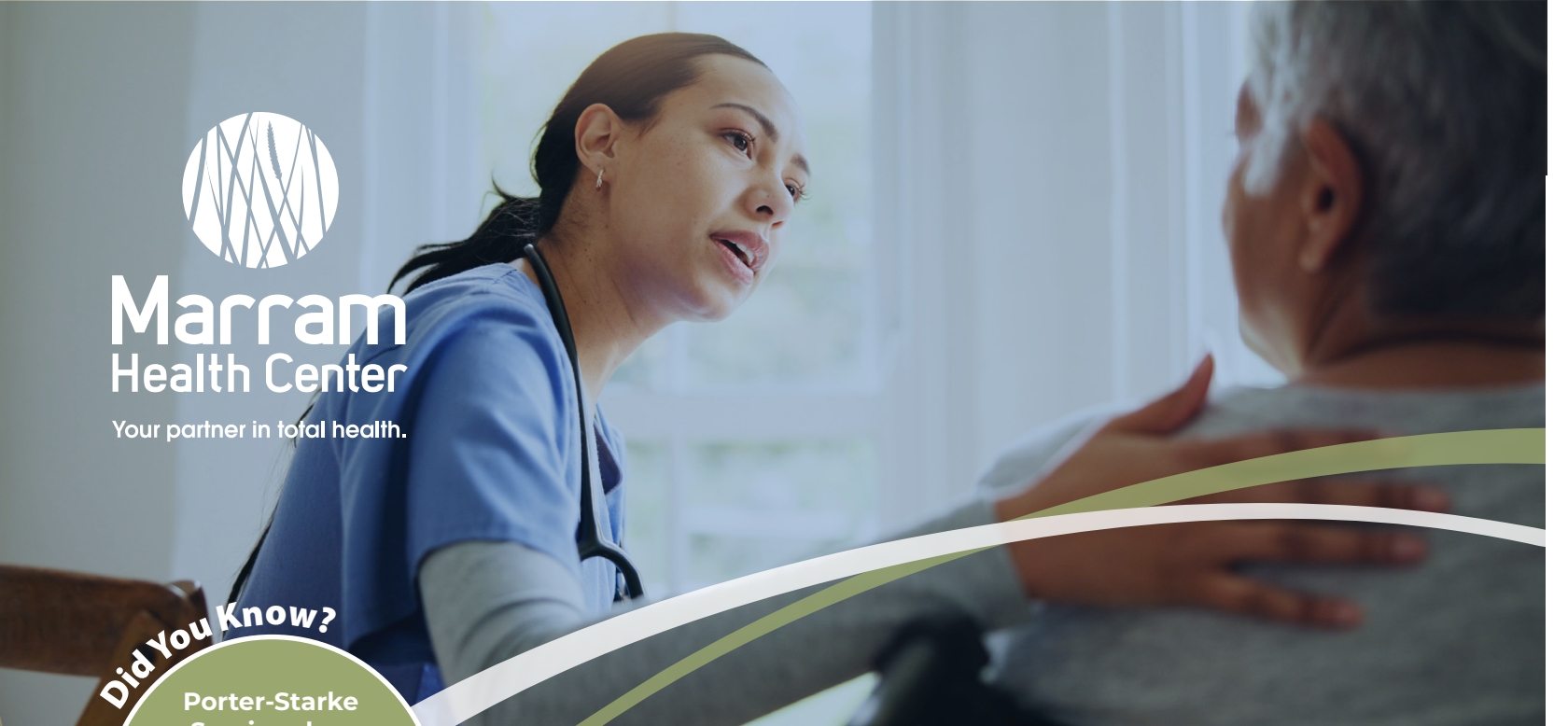
Members of Kankakee Valley REMC participate in a team-building exercise on the Beyond Boundaries Challenge Course located in Valparaiso. Our qualified facilitators work with businesses, non-profit organizations, leadership groups, athletic teams, and school groups. Through a range of course initiatives and team processing, groups can learn to enhance communication and teamwork, improve confidence and morale, and strengthen relationships, connection, and trust.





Marram Health Center

Your partner in total health.



Did You Know?

Porter-Starke Services has operated Marram Health Center in Gary since 2015, with added locations in Hebron and Portage, Indiana.

Whole-Person Healthcare for All

Whether identifying behavioral health conditions in a primary care setting, or ensuring that people have access to physical healthcare, our Marram Health Center locations continue to serve Northwest Indiana.

Highlights of 2024 include:

- **Expanded services at all three locations**, including adding pediatric and dental services in Hebron, offering dentures in Gary, and increasing hours in both Hebron and Portage. We also hired two additional nurse practitioners to provide care from all three locations, growing our team to support walk-ins, same-day appointments, and quick access to needed healthcare services.
- **Strengthened community connections** with schools, homeless shelters, non-profits, and churches, among others, to connect people with our care and other support services that improve overall health and well-being. We conducted presentations and screenings off-site and worked to assist our patients with their needs, including health insurance, housing, health supplies, and costs of heat and electric bills.



“I love to see my young patients grow up healthy and ready for what their future holds. Marram is here to support their needs!”

Cynthia Hoess, MD

Pediatrics, Marram Health Center

Dr. Hoess is specially certified to evaluate and diagnose for autism in children ages 14-48 months, before referring to appropriate supportive care.

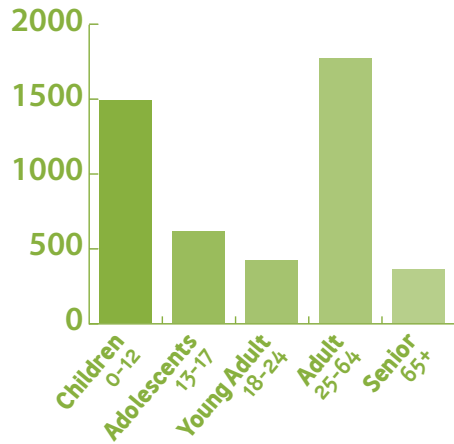
We Provide

Family Practice · Pediatric Care · Women’s Health

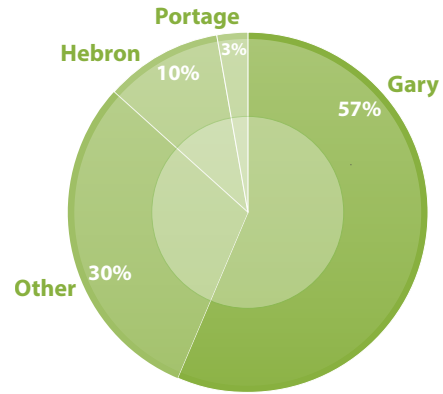
4,646 Served
17,684 Visits

Who We Served in 2024

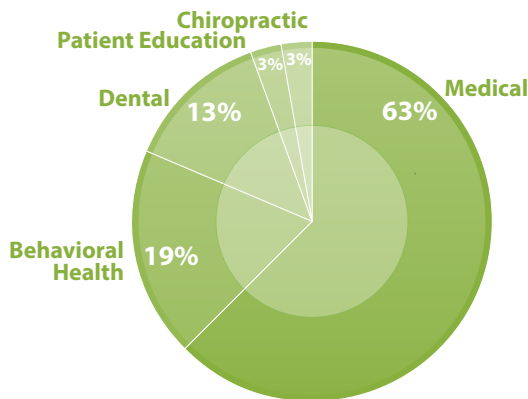
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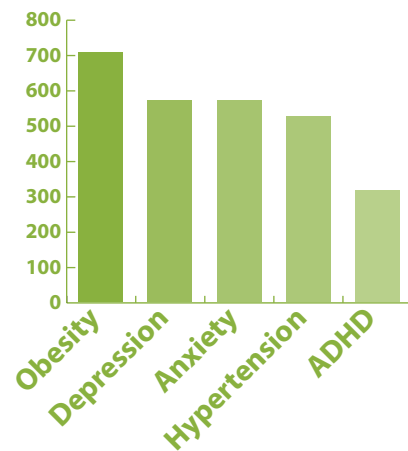
PEOPLE SERVED BY CITY OF RESIDENCE



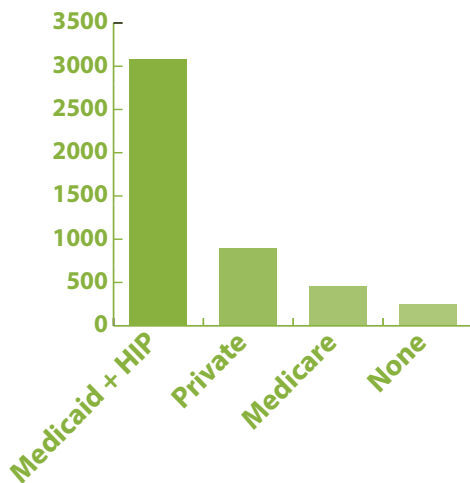
SERVICES PROVIDED



TOP 5 DIAGNOSES



INSURANCE SOURCE



Our Marram Health Center Outreach Team participated in over fifty events last year, including the annual Back to School Health Fest (pictured) that we host for area students at our Gary location. Together, we promote and encourage early and ongoing healthcare.



Your Support Improves the Lives of Others

The Porter-Starke Services Foundation annually supports the healthcare we provide to our clients, and the services we provide throughout Northwest Indiana. This is made possible through the generous donations, sponsorships, and gifts made to our organization throughout the year, including the **Valparaiso Turkey Trot.***

■ Promoting a Healthy Start

For many people, expenses can be a roadblock to their healthcare. Through the support of our Foundation, Marram Health Center is able to offer blood pressure monitors, ear thermometers, hygiene kits, and basic infant essentials for prenatal care visits.

■ Inspiring Health & Wellness

Mental and physical health are closely linked. People with serious mental health conditions are at high risk of developing chronic physical conditions. Our Foundation plays a pivotal role in providing programming that teaches, supports, and encourages healthy living such as our weekly client Cooking Group.

■ Meeting Basic Household Needs

We help many people living with a chronic mental health issue learn how to live independently. The Foundation helps us to provide mattresses, beds, cookware, clothing, cleaning items, and even holiday gifts.





PORTER STARKE SERVICES foundation

■ Nurturing the Best in Kids

Our Beyond Boundaries Challenge Course offers an outdoor low-ropes course experience designed to help teams find creative solutions to overcome fun challenges. Foundation support helps to cover costs so that more schools can participate.

■ Offering Food to Families in Need

For many people, daily living expenses add up quickly. Foundation support helps to offset these costs through our Marram Health Center food pantry, making non-perishable foods available to our patients after their visit.

■ Providing a Ride to Care

Foundation support allows us to provide bus passes and gas cards so that people have transportation to healthcare services.



* DID YOU KNOW?

Since 2010, the Porter-Starke Services Foundation has hosted the Valparaiso Turkey Trot 5K on Thanksgiving Day. As our largest fundraiser - and the largest running event in Northwest Indiana! - all event proceeds benefit the behavioral and physical healthcare services provided throughout the year by Porter-Starke Services. | Pictured: 2023 Valparaiso Turkey Trot post-race



PORTER STARKE

S E R V I C E S

Health • Balance • Hope

VALPARAISO

601 Wall Street
219.531.3500

PORTAGE

3176 Lancer Street
219.762.9557

KNOX

1001 Edgewood Drive
574.772.4040

LA PORTE

1230 W. State Road 2
219.476.4520

GARY

3229 Broadway Avenue
219.806.3000

HEBRON

704 S. State Road 2
219.996.2641

General Information

219.531.3500

24-Hour Crisis Care

219.476.4523

porterstarke.org