

A woman with her hair in a ponytail, wearing a white sweater, is seen from behind, looking out over a vast landscape of tall grass under a bright, golden sunset. The sun is low on the horizon, creating a strong lens flare effect. The sky is filled with soft, golden light and some clouds. The entire scene is framed within a large circular cutout on a background of orange and pink gradients.

daily resilience

Annual Report
Fiscal Year 2020

PORTER
STARKE
SERVICES
Health • Balance • Hope

Friends of Porter-Starke Services,

When the COVID-19 pandemic was declared back in March of 2020, no one knew what was ahead. There was much hope early on that the pandemic would be short-lived and brought under control relatively quickly. Certainly few at the time expected that the toll on our society would be what it is today, and despite some progress in combatting the virus, there is still plenty of uncertainty ahead.

As healthcare providers, we had to adapt rapidly to the changing needs of our clients and staff, putting safety first and foremost, but balancing that with the need to ensure vital services would be delivered to those in need. Without a doubt, both clients and staff have made significant adjustments to the way that care has traditionally been provided, and I have been continually impressed by the innovative solutions our team has come up with so we can continue to move forward as an organization.

Over the past year, we have managed to open a new medication-assisted treatment center, open a new primary healthcare clinic and expand our health center operations, increase school-based programming, and obtain numerous competitive grants to help us further enhance the quality of our care that we provide.

While tremendous in their own right, these milestones occurred throughout a time when many businesses, including healthcare organizations, had to make tough choices to cut wages and benefits or furlough and lay off workers. Thanks to the incredible efforts and perseverance of our talented team, we were able to seek out, pursue, and find ways not only to sustain the essential services we provide, but grow them. In fact, we had a net gain of over 40 employees over the past year, bringing our workforce to a record number of nearly three hundred strong!

These are just a few of the many highlights you will read about in this year's report. I could not be more proud of the response of our staff, our leadership, and our volunteer Board of Directors during this time. It has given us a chance to reflect on the importance of resilience, both now and into the future, for ourselves and for our clients. Together, we will continue to learn to adapt to adversity; build strength and creativity; and better cope with life's ever-changing circumstances.

Looking back on this year, we see countless reasons to be hopeful. We know that Porter-Starke Services will continue to achieve great things on behalf of the more than 15,000 individuals who entrust us with their care each year.

Sincerely,



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

Executive Leadership Team



Matthew J. Burden, Ph.D.
President/CEO
Porter-Starke Services



Clarence Boykin, DHA
Vice President of
Marram Health Center



Sandy Carlson, LCSW, LCAC
Vice President of
Clinical Services



Mary Idstein, CPA, SPHR
Chief Financial Officer



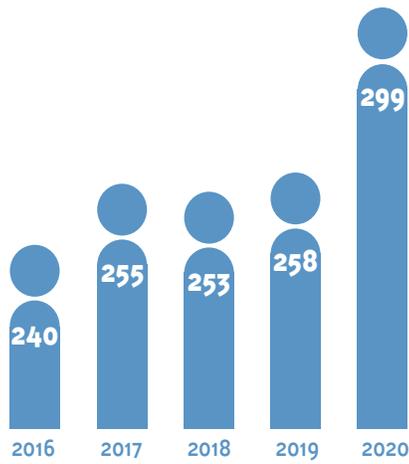
Anand Popli, MD
Chief Medical Officer



Mike Weaver, MBA
Vice President of Medical
Services



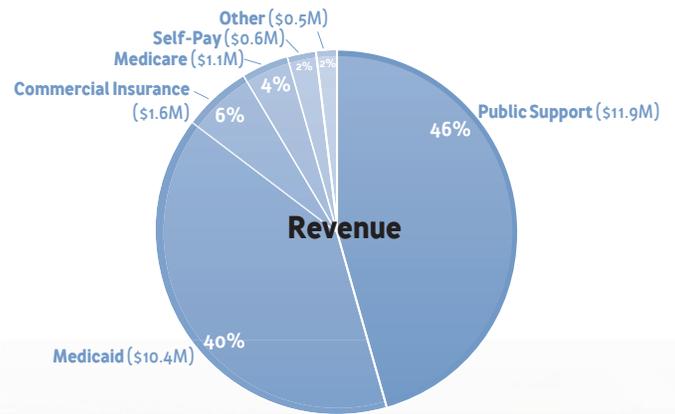
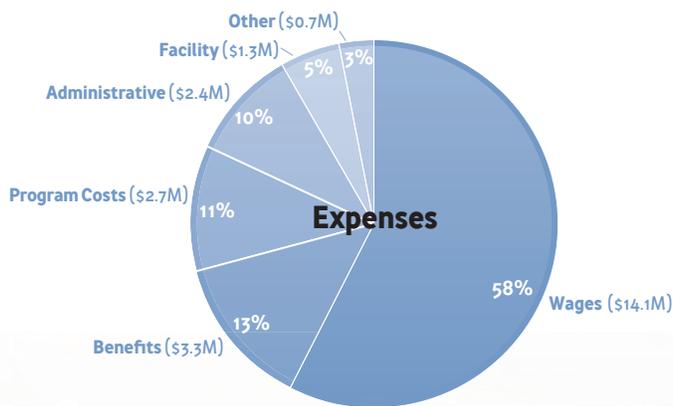
Aileen Wehren, Ed.D.
Vice President of
Systems Administration



Our Growing Staff

We work hard to balance financial stability with creative healthcare solutions so that we're here for you when you need us. That includes employing the right people to help meet your needs. Despite the challenges facing healthcare today, our staff continues to grow, offering meaningful ways to serve you.

Tim McCurdy, Director of Child & Family Services (left), presents the Boys & Girls Club of Greater Northwest Indiana with a check from Casual for a Cause, an employee-based program of Porter-Starke Services. Staff pay a small fee to dress casually on Fridays. The money collected is distributed monthly to local organizations and groups that promote health and wellness.



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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

As many faced stress and uncertainty during the pandemic, Porter-Starke Services continued providing essential healthcare.

Following the guidance of state and local officials, our team worked together to **find solutions** for our clients and staff, offered **additional telehealth services**, managed **new workflows** as staff provided services from home, and adapted our **in-office practices** to ensure everyone's safety.

As an essential service, our locations remained open to the public throughout the stay-at-home orders. We **continued to provide vital face-to-face services** that could not be replaced by telemedicine, including our 16-bed inpatient psychiatric hospital, admissions and emergency services, residential services, and many others.

Looking ahead, our **secure HIPAA-compliant telehealth platform** will allow us to more easily provide virtual health services when an in-person office visit is not required.



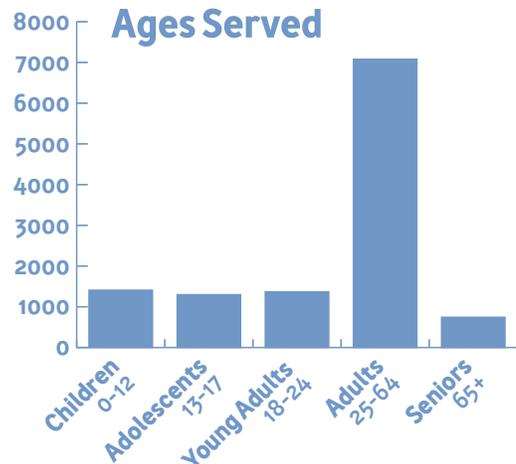
At the start of the school year, Porter-Starke Services **collaborated with over 20 schools** throughout Porter and Starke Counties to help more students succeed. Our **StudentWise** program teaches and develops valuable life skills that increase academic success.

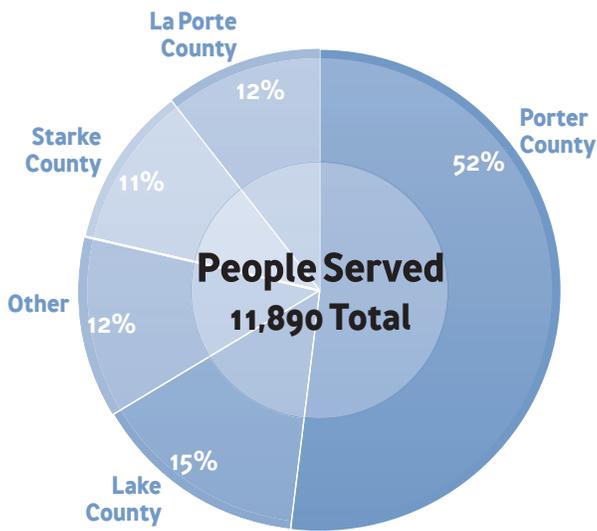
When many schools moved to remote learning, our staff continued to support children and adolescents, finding innovative and creative ways to help them stay active and engaged during telehealth sessions.



StudentWise School Partnerships

- Duneland School Corporation
- East Porter County School Corporation
- Knox Community School Corporation
- Metropolitan School District of Boone Township
- Portage Township Schools
- Porter Township School Corporation
- Valparaiso Community Schools





Matt Burden, President/CEO, and Megan Fisher, Director of Recovery Engagement (center), accept a Community Fund Grant from Jenny Vidimos of the Porter County Community Foundation. Grant funds supported the construction of a second dosing window at the Recovery Center Valparaiso location, shortening client wait times and expanding access to serve more clients.



Medication-assisted treatment is the number one treatment for opioid use disorder, and the Recovery Center at Porter-Starke Services has been offering this form of treatment through our certified Opioid Treatment Program for **over a decade**.

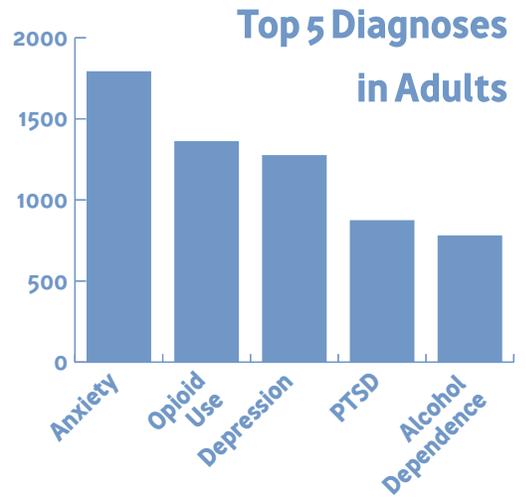
In 2020, we **opened a new Recovery Center location in La Porte**, thanks in large part to a multi-year grant from the Healthcare Foundation of La Porte. We also reduced wait times by **adding a second dosing window** to our Recovery Center in Valparaiso with support from the Porter County Community Foundation. When clients were quarantined due to COVID-19, our team **worked to ensure safe and effective ways** to provide their treatment.

For many clients, the cost of treatment can become a barrier to seeking care. With a grant from the Indiana Division of Mental Health & Addiction, Porter-Starke Services helps provide care to the uninsured, helping them start their journey toward recovery.

And to help people begin services more quickly, we work with area hospitals to better coordinate care. These streamlining efforts are especially important for people following an overdose.

(lower left) Staff celebrate opening the new Recovery Center location on State Road 2 in La Porte, IN. With two locations now in La Porte and Valparaiso, Recovery Center can help more people recover from opioid use.





The opioid crisis requires a focus on treatment, but also on prevention and recovery.



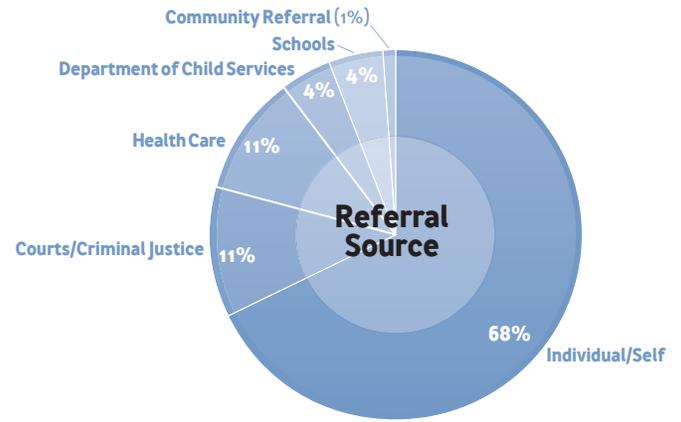
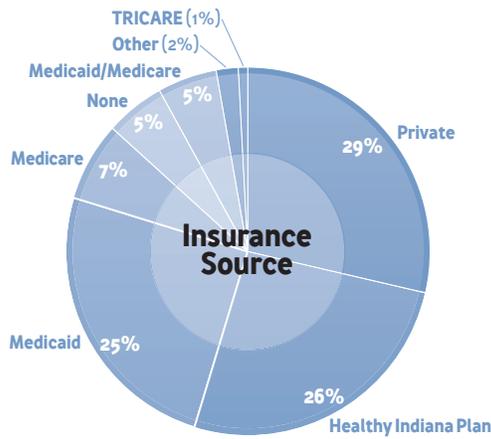
STOP Consortium Member Organizations

- Behavioral Health • Dental Providers
- Department of Child Services • Education
- Emergency Services • Employment Services
- Faith Community • Fitness • Hospital
- Law Enforcement • Local Government
- Peer Recovery Services • Primary Healthcare
- Public Health • Recovery Housing • Youth Club

Porter-Starke Services received funding through the Department of Health & Human Services that **inspired the creation of the Starke County Overdose Prevention (STOP) consortium**. STOP consists of people from over 20 diverse organizations who work together to respond to and reduce opioid use in Starke County.

Since its creation, the consortium has **improved its ability to monitor opioid use in the community**, while **providing training and resources** to employers, non-profits, and residents.

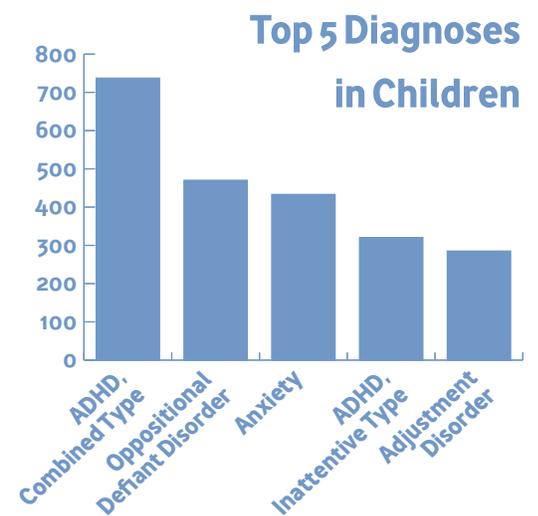
Through the Opioid Extension for Community Healthcare Outcomes (ECHO) project, we are able to **connect local medical providers in Starke County to IU School of Medicine opioid use specialists** in a collaborative educational community. This project **provides support to rural providers and enhances their knowledge and skill set on opioid use disorders** and best practice for treating chronic conditions.



Porter-Starke Services continues to seek out grants and partnerships that can improve our ability to respond to the needs of our community.

We are working to **enhance our core services** in both Porter and Starke Counties through a two-year grant from the Substance Abuse and Mental Health Services Administration. As one of only six grant recipients in Indiana, the **Certified Community Behavioral Health Clinic (CCBHC) grant** will help us expand and coordinate services to **better assist** individuals with serious mental illness, children and adolescents with serious emotional disturbance, and those with substance use disorders.

This grant helps individuals begin services more quickly by improving screening and service protocols, ultimately enhancing both their behavioral and primary healthcare outcomes.



575 crisis calls

Our **Admissions & Emergency Services** team has already conducted over 575 crisis evaluations during the pandemic. Providing services for people in crisis often begins upon their arrival in a hospital emergency room. Our staff are there to meet with the person in need, their family or friends, and to help determine their next step for care.

Inpatient Care Center staff (left to right) Aanisah Mubarak, Brittney Burbridge, Tammi Hurt-Stumke and Tiffany Loza wear N95 masks to safely provide acute psychiatric and therapeutic care for adults experiencing a mental, emotional or behavioral episode or crisis.





Marram Health Center

Your partner in total health.

Dr. J. Timothy Ames, Marram Health Center Medical Director and Family Practice provider, wears personal protective equipment (PPE) before testing a patient for COVID-19. In addition to testing at our clinics, Marram Health Center staff went to homeless and domestic violence shelters to provide COVID-19 testing to ensure the safety of residents.



Our community needs affordable healthcare, now more than ever.

Marram Health Center, a Federally Qualified Health Center (FQHC) operated by Porter-Starke Services, was created in 2015 to help meet the increased demand for quality health services for all, regardless of ability to pay.

Since that time, we have grown! This past year, we **expanded exam room space by 60% at our Gary location**, added an **on-site pharmacy** in collaboration with Genoa Healthcare, and **hired additional medical providers** to serve more patients. The new space is conveniently located on the first floor of the same building next to our dental office, and we now offer **chiropractic care** at this location as well.

We also opened a **new Marram office location in Hebron**, helping to improve access to healthcare in rural communities. Already, we have **increased the number of exam rooms by 50%** to meet the area's needs for preventative, primary, and pediatric care, as well as behavioral health services.



**Record Number!
2019**

Aileen Wehren, Vice President of Systems Administration, surrounded by staff and board members, cuts a ribbon at the grand opening of the new Marram Health Center in Hebron, IN. Since opening, we've expanded the number of providers to include a new nurse practitioner and pediatrician.

527 COVID-19 tests

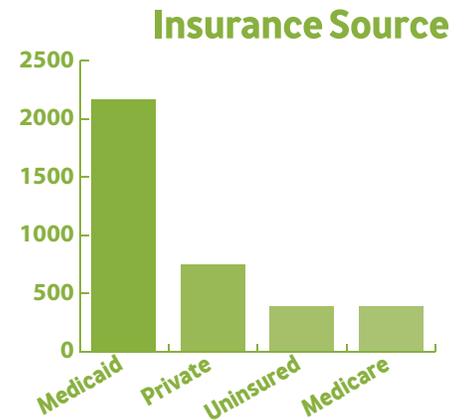
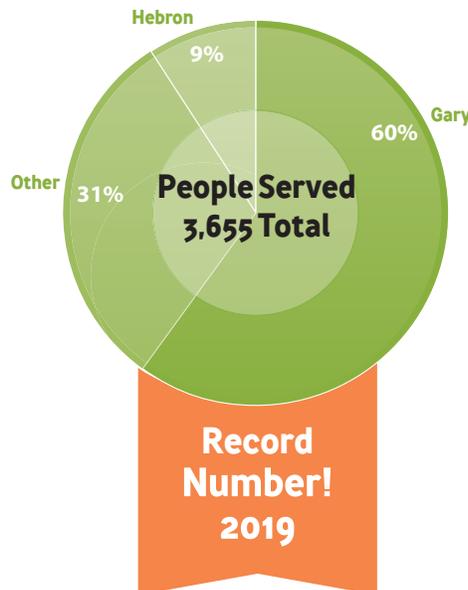
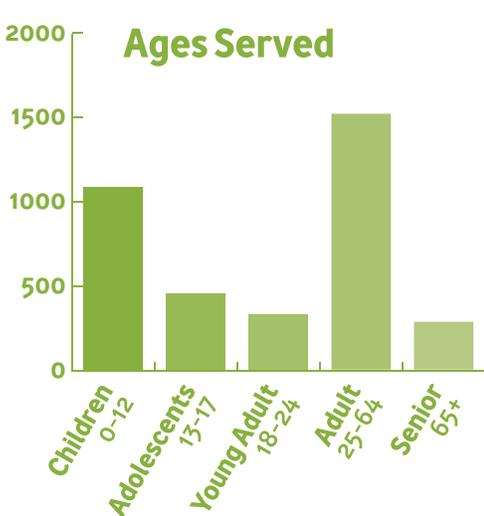
Marram staff administered over 527 COVID-19 tests to Northwest Indiana residents and continue to promote and provide COVID-19 testing today.

Mindy Krsak, CPNP-PC, Pediatrics (left) and Trisha Blackwell, Medical Assistant Supervisor, greet attendees of the 2019 Back-to-School Health Fest hosted by Marram Health Center in Gary, IN. Held annually, the event features free food, games, face painting, music, dancing and information from local vendors.



Since the onset of the pandemic, subsequent lockdown and gradual reopening, **Marram Health Center has remained open and ready to help.** We provided services via telemedicine and added new safety protocols for in-person services. As an active community partner, Marram **collaborated on a coronavirus helpline**, supported the creation of **a safe quarantine center**, and provided **COVID-19 testing** with special emphasis on individuals who are homeless, victims of domestic violence, and other vulnerable populations.

To meet these and other growing needs, Marram recruited more medical providers. Doctors and nurse practitioners joined Marram, including two recent medical school graduates that were given special provisional licensing made available through the State of Indiana to assist with the COVID-19 pandemic. Their efforts in response to COVID-19 and those of all the staff have been nothing less than heroic.



With your support, our organization served over 15,000 people last year.

And for that, we **thank you!** Your support of the Porter-Starke Services Foundation helps us to improve the health of Porter-Starke Services clients and Marram Health Center patients. Support from donors, event participants and sponsors is vital. It enables us to offer programming that lacks a steady funding source. And it helps us provide care safely during the pandemic.

Here are some of the ways your gifts have made a difference in the lives of those we serve:

- **Providing home starter essentials.** Items like linens and cleaning supplies may seem commonplace, but if you do not have (or cannot afford) these items, it can be a barrier to independent living. We provided "home starter kits" to help people with serious mental illness successfully transition to living on their own.
- **Promoting nutrition, exercise and support.** The InSHAPE program has been encouraging a healthy lifestyle among clients at our Valparaiso location since 2016. We added staff and expanded the program to both our Portage and Knox locations to further increase participation and improve the overall health of those we serve.
- **Encouraging self-esteem, teamwork, and critical thinking.** These skills are important for any child's development and can be nurtured through experiences on our Beyond Boundaries Challenge Course. We provided the opportunity for children from area schools to enhance their skills by participating in a day on the course.
- **Managing chronic health conditions.** Glucometers and test strips are needed to monitor diabetes. We gifted these items to diabetic patients so they could manage their condition at home, which was especially helpful during the stay-at-home orders in effect during the COVID-19 pandemic.
- **Assisting with travel to healthcare appointments.** Obtaining reliable transportation can be difficult for many in our community. We provided bus passes to help patients to access healthcare services, including medical appointments, visits to their pharmacy, and care received at specialty medical agencies.
- **Encouraging prenatal care.** Regular checkups are imperative for the health of both mother and child throughout pregnancy. We inspired routine care by offering baby care gifts to expectant mothers, helping to ensure a healthy delivery.

A special ★THANK YOU★ to...

United Way of Porter County for annually supporting our InSHAPE program.

The many organizations that **donated masks** to help keep our staff and clients safe:

- ★ Healthcare Foundation of La Porte
- ★ InHealth Integrated Care
- ★ Masks for Northwest Indiana Healthcare Workers
- ★ Porter County Community Foundation
- ★ String-A-Long Quilt Guild
- ★ Tri-Kappa Iota Chapter Valparaiso
- ★ United Way of Porter County

(left to right) Lisa Clark, Receptionist, Laurie Woelk, Housekeeper, and Cynthia Dalton, Receptionist pause at the Knox office front desk. Organizations and individuals (see above) donated over 500 masks for Porter-Starke Services staff and clients during the earliest stage of the pandemic, when PPE was difficult to obtain.



Together in Hope

Why give?

Please support the
Together in Hope
Fundraising Campaign!

Your gift ensures
people get the healthcare
they need right now.

Help us continue providing essential healthcare!

In light of the ongoing pandemic, we decided to cancel the 2020 Valparaiso Turkey Trot, with the safety of our staff, participants, and community in mind. Hosting this event is our largest fundraiser, annually raising approximately \$35,000 for programs and services. Some of those services are mentioned here in this Annual Report, and many were provided continuously, uninterrupted by the pandemic.

Your Donor Gift

Receive a face mask and
be listed on our website!

See website for details.



Donate Today at porterstarke.org/EVENTS

Giving Levels • Mask Quantities • Business Donations

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Vice President/Regional Sales Manager, 1st Source Bank

Chuck Harris
Porter County Recorder

Nancy Scannell
Professor, Valparaiso University

Six Daily Questions

Try asking yourself these questions to challenge your perspective, inspire a positive outlook, and strengthen your resilience each day!

1. What am I grateful for today?
2. Who am I checking in on or connecting with today?
3. What expectations of "normal" am I letting go of today?
4. How am I getting outside today?
5. How am I moving my body today?
6. What beauty am I either creating, cultivating, or inviting in today?

Greater Good Magazine, Six Daily Questions to Ask Yourself in Quarantine by Brooke Anderson, March 24, 2020

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