



PORTER
STARKE
SERVICES
Health • Balance • Hope

Investing
in the
**future
of our
community**

2022 ANNUAL REPORT

Our Leadership

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

Mary Idstein, CPA, SPHR
Chief Administrative Officer

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

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BOARD CHAIR
Attorney

Scott Carlson, OD
VICE-CHAIR
Optometrist, Northwest Indiana Eye
& Laser Center

John Johnson, MD
SECRETARY/TREASURER
Physician

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

Robert Bryant
Financial Advisor, Edward Jones

Janet Carpenter
Certified Public Accountant

Judith Jelinek
Community Volunteer

Ethan Lowe
Attorney

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

Mary Beth Schultz
Retired President & CEO,
The Caring Place

Porter-Starke Services Foundation Board of Directors

Ethan Lowe
BOARD CHAIR
Attorney

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

Chuck Harris
Porter County Recorder

Chad Nally
Attorney, Burke Costanza & Carberry LLP

Nancy Scannell, PCC, MA, MS
Executive Coach

Otto Shragal
Attorney/Owner, Allen Law Group

Drew Zromkoski
Assistant Vice President – Relationship
Manager, First Merchants Bank

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.

Porter-Starke Services offers a full range of care for mental health and substance misuse issues in Northwest Indiana.

Critical growth 2022

Letter from the CEO

Friends of Porter-Starke Services,

Over the past couple of years, healthcare has evolved rapidly in an effort to keep pace with the changing world around us. Behavioral health services have had to evolve even more quickly to keep up with growing demand. As more and more people recognize the importance of behavioral health as an essential element of healthcare, the Porter-Starke Services team continues to find ways to rise to the challenge. This past year, we set in motion numerous new initiatives that will have an impact on health and well-being throughout Northwest Indiana for years to come.

As this report shows, we continued to grow our team of healthcare professionals who provide both in-person and telehealth services; we laid the groundwork to expand or repurpose our office locations to meet the evolving needs of the community; and we created new programs and services that help connect even more people with our care.

These initiatives were made possible thanks to continued support from our local, state, and federal stakeholders as well as community partners. Together, we are investing in the future.

We provided mental health, substance use, and primary healthcare services to over 18,000 people across our organization in 2022 – the most in a single year. Thanks to our amazing staff and supporters, we are ready to take on the challenges ahead as we continue to expand our comprehensive, quality, evidence-based programs and services for the good of the community.



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



A year in **review**

In 2022, Porter-Starke Services served a record number of individuals for the second year in a row. Not only does this speak to the increased need for services in our community, but also to the accessibility of services for those struggling with behavioral health issues and substance misuse.

In 2022, we increased access to meet the growing demand for our services.

13,943

Individuals served with mental health and addiction treatment services in 2022

We Serve



ADULTS



FAMILIES



ADOLESCENTS



CHILDREN

We Provide

Counseling

- Individual, Couples, Family, and Group Therapy
- Access Groups
- Psychological Testing

Addiction Treatment

- Individual and Group Counseling
- Intensive Outpatient Program
- Recovery Center

Psychiatric Treatment

- Psychiatric Evaluation and Diagnosis
- Medication Management

Crisis Intervention

- 24/7 Emergency Services
- Inpatient Care Center

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

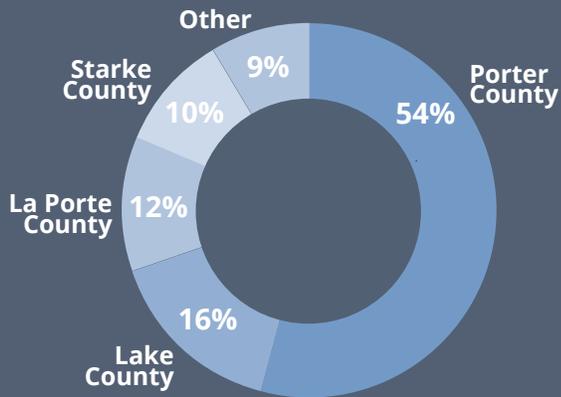


Open communication, validated business standards, and transparent operations

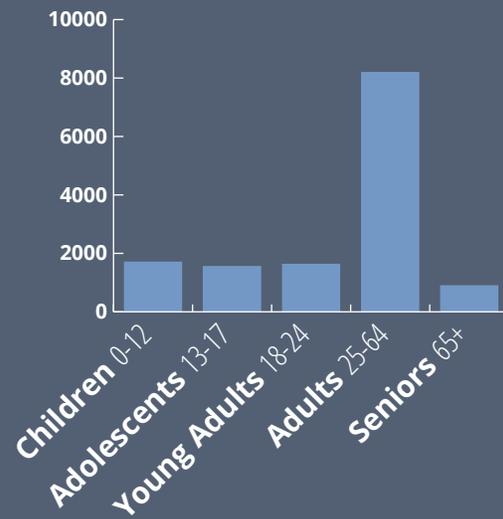


Creativity and innovation for continuous, measurable quality improvement

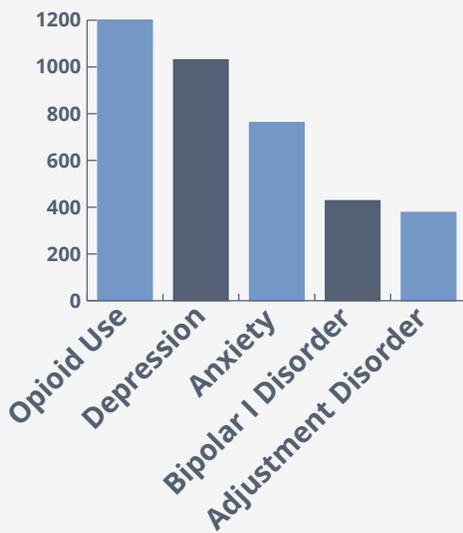
People Served



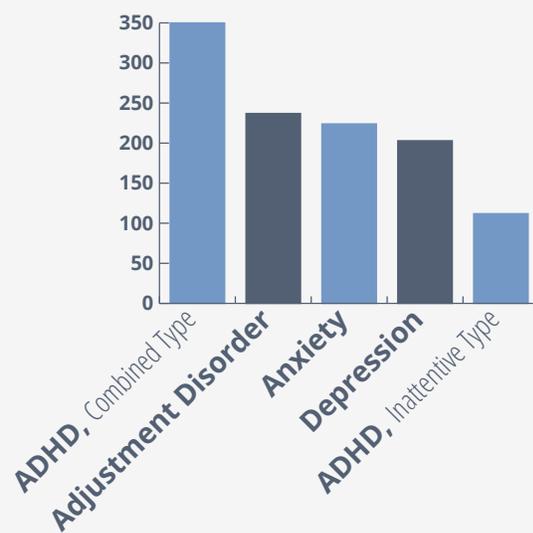
Ages Served by County



Top Five Diagnoses in Adults



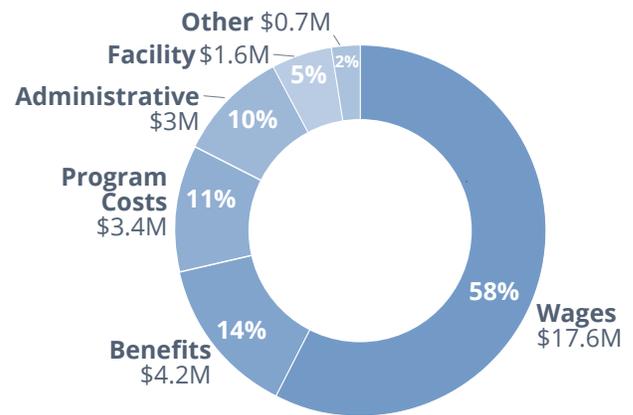
Top Five Diagnoses in Youth



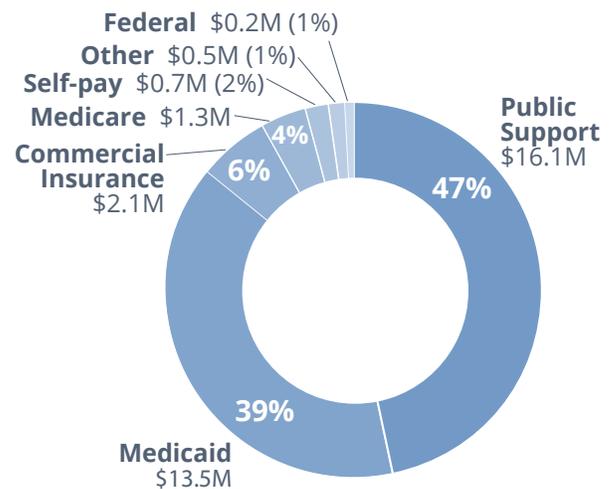
2022 by the numbers

Our compassionate team of therapists, doctors, nurses, case managers, administrators, support staff, and many others are the strength of our organization. Guided by our mission, we secure funding from a variety of sources to care for our community. Ongoing support from county, state, and federal entities ensures that Porter-Starke Services remains a leading healthcare provider for the thousands of people who trust us with their care.

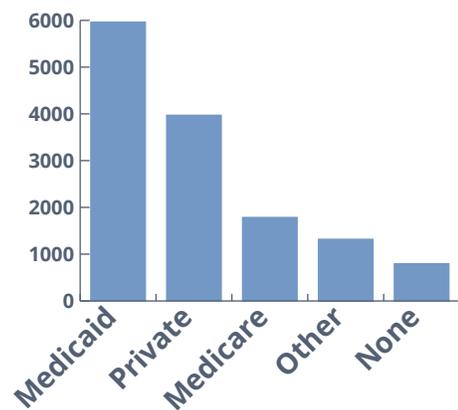
Expenses



Revenue



Insurance Source



Investing in the future

Throughout fiscal year 2022, Porter-Starke Services made a substantial investment in the future of mental health and substance misuse treatment throughout Northwest Indiana. These projects will allow Porter-Starke Services to serve more people than ever before.

Completed



Added Genoa Pharmacy to our office in Knox.



Finished construction on a new Marram Health Center office at the Porter-Starke Services Portage location.



Remodeled additional space at Marram Health Center in Gary to expand chiropractic, behavioral health, and OBGYN services.

Making Progress



Purchased and are currently renovating a building to expand Recovery Center Valparaiso, a clinic that provides medication-assisted treatment to individuals with opioid use disorder. This larger facility will allow us to expand counseling and add a third dosing window to help serve more clients more quickly.



Initiated plans for a 24/7 crisis center adjacent to the Inpatient Care Center, our psychiatric hospital in Valparaiso. Individuals experiencing a crisis will be able to come in for an assessment and then be connected with the appropriate source of care.



Redesigned the outpatient counseling services space in Valparaiso to expand clinical services.

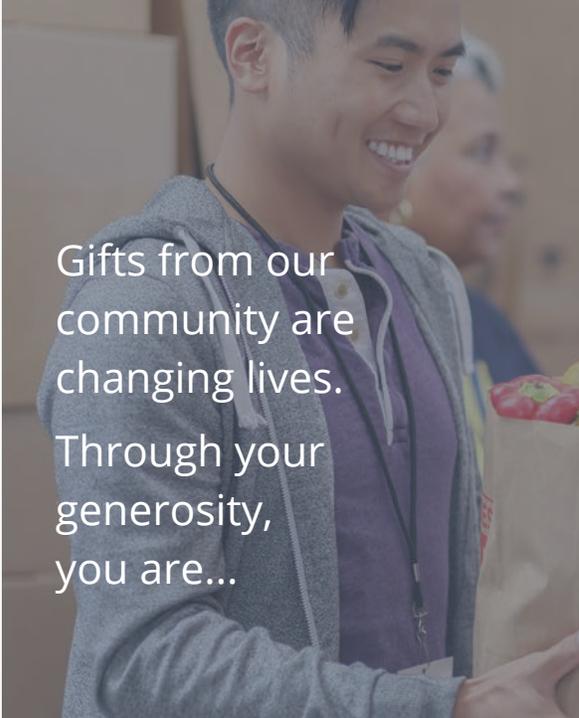


Planned for the expansion of office space at Marram Health Center in Hebron to meet growing demand, expand behavioral health services, and prepare to provide dental services.

Community support expands care

Since 1975, Porter-Starke Services has been providing mental health and wellness services to the people of Northwest Indiana. Our commitment is steadfast, and our mission is rooted in the vision that our whole community benefits when someone receives the care they need.

Gifts to our Porter-Starke Services Foundation allow us to provide services and help us to meet the basic needs of our clients such as food, shelter, clothing, and more.



Gifts from our community are changing lives. Through your generosity, you are...



Facilitating team building, positive self-esteem, and better communication skills in children through our Beyond Boundaries Challenge Course.



Promoting holistic health through client wellness programs that provide resources, motivation, and direction for the well-being of the entire person.





Assisting those in the Recovery Center with food, nutrition, and family support.

Offering housing assistance to clients in need to ensure they have a safe place to stay.



Providing new moms with prenatal care, baby supplies, and parenting assistance to safely care for themselves and their babies.



Helping provide clothing for people entering or leaving our Inpatient Care Center psychiatric hospital.



Assisting those in need with travel to critical healthcare appointments when transportation is unreliable or doesn't exist.



Enhancing the health of those we serve in Valparaiso, Portage, and Knox through the nutritional and exercise support of our InSHAPE program.

Creating paths to independent living through "home starter kits" that help people with serious mental illness transition successfully to independent living.



Shifting perceptions in the community

More and more people are recognizing the critical importance of mental health. Unfortunately, more people are experiencing symptoms of depression, anxiety and other common mental health challenges. For these reasons, Porter-Starke Services continues to invest in increased access to the care that people want and need.

Expanding the use of telehealth made our programs and services more accessible than ever. The newly introduced 988 Suicide & Crisis Lifeline symbolizes an increased national awareness and desire to support people who need help.

These improvements to the way we care for our friends, families, and neighbors creates a healthier community for everyone.

Access to services

Telehealth

The pandemic necessitated a change in how people receive care, and Porter-Starke Services was able to pivot effectively. While we continue to provide face-to-face appointments, adding telehealth gave people options on how best to receive care. Telehealth is especially helpful for people who are immunocompromised, have transportation challenges, or have physical disabilities. As we work to increase accessibility to our services, telehealth has become a tremendous resource.



“Telehealth has afforded greater access to care for many of our clients that would otherwise have difficulty getting to their in-person appointments.”

- DR. ANAND POPLI
CHIEF MEDICAL OFFICER



National 988 Suicide and Crisis Lifeline

Modeled after 911, 988 provides free, confidential support 24/7 to people experiencing emotional distress, substance misuse, or suicidal thoughts. Callers can reach a trained mental health professional who can link them with the care they need.



New partnership encourages social connection among seniors

Healthy IDEAS

Porter-Starke Services offered *Healthy IDEAS* (Identifying Depression & Empowering Activities for Seniors), an evidence-based program for older adults, through a partnership with Valparaiso University. After being trained, 18 nursing students interacted with seniors receiving meals through two organizations: Meals on Wheels of Northwest Indiana and VNA Meals on Wheels. Many of these homebound individuals experienced increased isolation since the start of the COVID-19 pandemic.

The specially trained students helped them better assess their mental well-being. They provided genuine personal contact through phone calls and home visits. And they encouraged the seniors to stay involved in activities that helped to improve their mood and overall health.

Funding was provided by the State of Indiana Division of Mental Health and Addiction (DMHA). Programs funded by this grant are designed to help celebrate healthy aging, promote healthy lifestyle choices, and avoid substance misuse.

Transforming lives through transformed care

Porter-Starke Services has always looked for ways to provide better care for the people we serve. This has often meant enhancing the services we already provide and engaging clients with the support they need.

Engagement Specialists, our newest roles within the organization, check in with clients and help them navigate health and wellness services that meet their needs. Access Groups, our newest therapeutic group, was started as an early entry point for counseling. While we currently offer 24/7 crisis response, we are also developing a 24/7 crisis care center to accept walk-ins and provide easier access to Inpatient Care Center services for people experiencing a mental, emotional, or behavioral episode or crisis.

These enhancements to our services are part of our commitment to the Certified Community Behavioral Health Clinic (CCBHC) model, meeting federal standards for access to healthcare.



Psychosis is much more common than people think.

3%
of the
population
experience
psychosis in
their lifetime

Support for people experiencing psychosis

Insight program

Porter-Starke Services partnered with Oaklawn, a community mental health center with facilities in Elkhart and St. Joseph counties, to develop the *Insight* program, expanding services at both organizations for people experiencing their first episode of psychosis. *Insight* is the only program of its kind in northern Indiana.

Serving people 14 to 30 years old, *Insight* provides individual, group, and family therapy in addition to medication management, case management, acute care, education, and employment services.

Early treatment after a first episode of psychosis is critical and has been shown to reduce symptoms, decrease the likelihood of subsequent episodes, and improve the individual's job performance, interpersonal relationships, and other aspects of daily life.

Our *Insight* team connects with schools, police, fire response teams, and other organizations to provide education and awareness around the signs and symptoms of psychosis. The more educated our community is, the sooner someone experiencing psychosis can get help. Funding is provided by the Indiana Division of Mental Health and Addiction.

Marram Health Center at a glance

Marram Health Center, a Federally Qualified Health Center (FQHC) operated by Porter-Starke Services, has served our community with quality healthcare for all (regardless of ability to pay) since 2015. As in years past, Marram has continued to expand. In fact, in 2022, Marram served another record number of individuals in our community.



We Provide



PRIMARY CARE



PEDIATRICS



WOMEN'S HEALTH



DENTAL CARE



CHIROPRACTIC CARE



BEHAVIORAL HEALTH

4,202

Individuals served by Marram Health Center in 2022

In 2022, we...



- Remodeled our Gary center to expand chiropractic, behavioral health, and OB/GYN services.
- Began the planning phase of our Hebron clinic expansion to meet increasing demand, expand behavioral health services, and introduce dental care.
- Started the planning phase of incorporating a new Marram Health location at the current Porter-Starke Services Portage location.
- Implemented remote patient monitoring for patients with diabetes and hypertension to help them monitor their conditions between visits.
- Expanded our food pantry that offers perishable and non-perishable food items to clients in need.



In 2022, Marram Health Center was awarded Quality Badges from the Health Resources & Services Administration (HRSA).

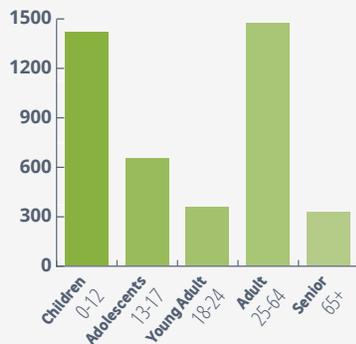


Advancing HIT for Quality:
Awarded to Marram Health Center for optimizing Health Information Technology to better serve patients.

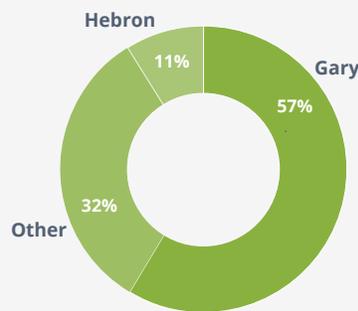


Addressing Social Risk Factors:
Awarded to Marram Health Center for screening patients for social risk factors that affect their health and for increasing patient access to services.

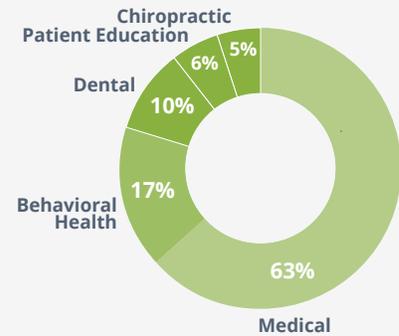
Ages Served



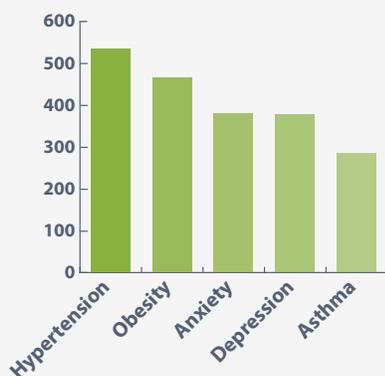
People Served



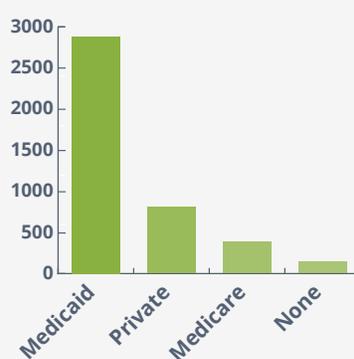
Services Provided



Top 5 Diagnoses



Insurance Source



17,591

Office and telehealth visits with Marram Health Center



Serving Northwest Indiana

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



porterstarke.org