

The News St&nd

February 2020

THE OFFICIAL MONTHLY NEWSLETTER OF ADULT & CHILD HEALTH



FAREWELL, STEPAHNIE!

Adult & Child Health said goodbye to outgoing Chief Operating Officer **Stephanie Yoder** on Feb. 11, with a reception at 8320. Several people spoke about their time working with Stephanie, who joined A&C in 2013. She's accepted a wonderful opportunity to showcase her experience and expertise as Director of Child and Family Services for the state of Nebraska. We thank Stephanie for her time at A&C, and wish her nothing but the best in the future! See more photos from the reception on **Page 2**.



More Inside

LGBTQ Taskforce hosts Coffee & Connections event (photo on left). **Page 3**.

Read about a recent School-Based success story. **Page 4**.

Learn about our new Patient Portal and our Supportive Services for Veterans program. **Page 6**.

Employee Kudos. **Pages 11-12**.

What She Achieved

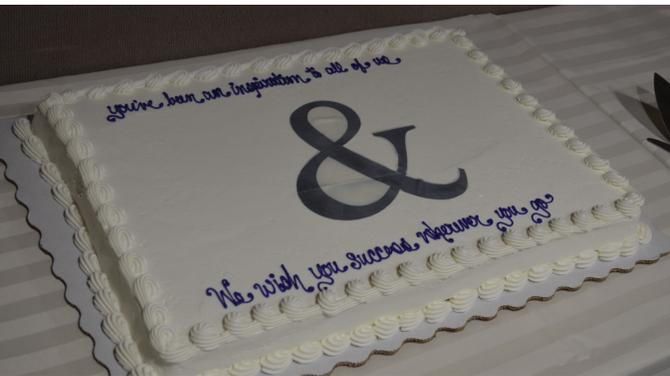
Here's a list of accomplishments under Stephanie Yoder's watch as Chief Operating Officer, which began in 2013 and ended Feb. 14:

- Implementing same day access to care, making care newly available to thousands more persons each year
- Major expansion of counseling services including crisis stabilization, addictions and peer specialist services
- Growth in school-based and child welfare services including expansion into Bartholomew, Shelby, and Monroe counties.
- Systemic improvements to infrastructure teams and processes such as Front Desk, Benefits Navigation, Call Center, and the Training Team.
- Integration of primary care with A&C's legacy behavioral health and social services
- Instrumental leadership 5 years ago consolidating separate service lines into a single, unified, mission-driven company.



I will miss working with Stephanie terribly and will always be grateful for her contributions, but more importantly, I'm proud of Stephanie for the dedication and work she's put in to make such a tremendous career move possible.

- Allen Brown, CEO



ADULT & CHILD HEALTH Coffee & Connections

The Adult & Child Health LGBTQ Taskforce hosted its first Coffee and Connections meeting on Feb. 21. The group talked about its inclusion efforts and success stories inside and outside of the agency, while discussing ongoing and future projects. Are you interested in learning more about the Taskforce or joining? Email LGBTQTaskforce@adultandchild.org.



School-Based Program

Jordan Latham is Aiming High

He didn't think he'd graduate high school. Now, he has a diploma, a job and a bright future

Jordan Latham makes "a lot of money" washing windows for a company that cleans some of downtown Indy's skyscrapers. Latham works mostly on ground level now, but he hopes to literally work his way up soon.

For the 20-year-old Greenwood resident, that climb would provide an accurate reflection for his life to this point.

Latham has lived in 11 homes. His father lives in a nursing home, having suffered an accident that left him with brain damage. His mother was physically and emotionally abusive. He has no relationship with her.

A turning point in his life, Latham said, happened when he was introduced to **Emilie Dorsett** and Adult & Child Health's School Based program. Now a Team Leader for Greenwood School Based, Dorsett worked with Latham starting around age 13.

"You always know if someone actually is trying to care and cares about the job," Latham said. "When I came to Emilie, she was more open with me. She told me what I did wrong. She didn't put up a front."

Dorsett remembers a 13-year-old boy who battled trust and self-esteem issues and was constantly getting into trouble at school when she met him.

"Jordan has overcome every single type of abuse and neglect that there is, by definition," Dorsett said.



Jordan Latham with Emilie Dorsett, his former School-Based therapist. Dorsett worked with Latham off and on for several years.

"He's lived in 11 homes, and he has overcome and been resilient through it all. He's graduated high school, he has a job, he had a serious girlfriend. I don't know how many times he would come to my office and tell me how he was going to drop out of school and he couldn't do it, he was too stupid.

"When he started seventh grade at Center Grove, he had a third-grade reading level, and so coming from that to be able to graduate high school just speaks volumes," Dorsett added.

Even through all of his trouble, Latham showed his good side. He wrestled at Center Grove High School, a sport that demands a tireless work ethic and self-discipline. He also enjoyed assisting the school's special needs gym class.

"I just wore my heart on my shoulders," Latham said. "Being with those kids kind of reminded me of being with my dad. I just like to help them."

The faculty at Center Grove didn't forget Latham. Recently, another former A&C therapist who now works at Center Grove North Middle School asked Latham to speak to a student who was enduring similar struggles.

"He was happy to talk to someone with similar issues that were going on, which I was happy," Latham said. "The kid's doing fine now with his family. I thought it was a really cool thing, because I never expected me to be a role model."

Dorsett interjected upon hearing Latham say that.

"But that's what's always made your heart happy, helping other people," she said.

"Jordan could have taken 1 of 2 paths," Dorsett said. "Some people would say his stubbornness back in seventh grade was a weakness, and that was one of the things I worked with empowering him, was using that stubbornness.

Your whole family thinks that you're not going to graduate. Prove your mom wrong. Graduate."

He graduated. He's not finished yet. Dirty windows all over downtown Indy are waiting for him.

Look for a more in-depth version of this story in the coming days under "Latest Agency News" at www.adultandchild.org

A&C Fellows Share How They 'Fill Their Cups'



Renewal is the Focus for Past, Present Journey Fellowships

Adult & Child Health has assembled a dream team of Journey Fellows to work on spreading the values of The Journey Fellowship throughout the agency. The group includes 12 staff who previously were nominated and accepted in a yearlong fellowship focused around connection, grounding in your “why,” and working on personal renewal. We recognize the work we do every day can be difficult but rewarding. We want to find out how staff connect to the agency Mission and ask what brings joy to the work they do, what fills their cups, what is life-giving about your work, and why they continue to show up every day. Renewal is connected to many things within an organization, including retention, connection to the mission and employee satisfaction. We believe connection leads to engagement, engagement leads to happier staff and increased retention, and increased retention leads to better client outcomes.

We would like to introduce renewal into our culture and language with the agency. The implementation of Coffee and Connections has started to introduce the opportunity for staff to connect to others at the agency. Several of those who were involved in the work group recently sat down for an interview with Adam Wire to discuss their journey to renewal and how they hope to impact the culture at A&C.

Julie Stewart

Director, Child Welfare Services

Q: What's a recent example of how Renewal has helped you?

A: *"Just (recently), it was the first time I was able to be involved with and participate with new pros, the young, excited, green, passionate, awesome people. They're the cream of the crop in this field. I get pulled in as an expert in the field because I've been doing this for 20 years. I don't think about it in that way until I see them. It is an opportunity for me to be re—energized. It was 100% what I needed. One of kids asked me, 'What kinds of projects do you have?' So we're doing a big overhaul of the TFC program, and it's been stressful, but it changed my focus when I was able to talk about it. I was supposed to be there as an expert, but I walked away from it with a new outlook."*



Q: How do you believe Renewal can help others?

A: *"There is a lot of self-reflection that happens as part of the renewal process. You are reminded of your “why,” and you do sort of a self-evaluation, and then you do your pros and cons. I would have never thought I would have left the (previous) job I was in. It gave me strength I didn't know I had. I would probably still be there. I encourage people to find balance, and help them recognize it when they can't."*

Coffee and Connections dates

Coffee and Connections is a concept that originated with the Journey Fellows, allowing employees to meet with colleagues in an informal setting. We meet at varying A&C locations once monthly, and encourage folks to attend at buildings other than their own.

Upcoming schedule:

March 11: 11 a.m. to 1 p.m., 8404 Conference Room B

April 6, 8 to 10 a.m., 603 E. Washington St., sixth floor large conference room.

May 13, 11 a.m. to 1 p.m., 8404 Sear Terrace, Conference Room A.

June 15, 8 to 10 a.m., 86 Drake Road (Franklin), Large GP Room.

July 8, 11 a.m. to 1 p.m., Wulsin sixth floor conference room

Aug. 19, 8 to 10 a.m., 8320 Bob Cook Room



What's New at A&C



Adult & Child Health Receives Supportive Services for Veteran Families Grant (SSVF)

Adult & Child Health recently received funding of \$303,000 to serve veterans at risk or experiencing homelessness in order to promote housing stability. A&C was awarded these funds as a subcontractor of InteCare's Supportive Services for Veteran Families grant, which InteCare received from the Department of Veterans Affairs.



Brian Paul

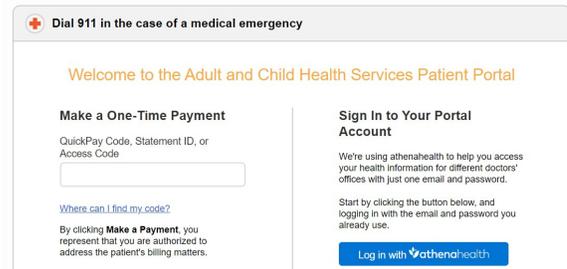
A&C is one of three agencies that received funding as a subcontractor, along with Aspire and Reach Services. They're part of a partnership with InteCare, which was awarded the grant and then disbursed it among the three agencies.

"InteCare is thrilled to have Adult & Child as a partner on the SSVF program," said Ashley Peavler, InteCare Grants and Special Projects Manager. "They bring a wealth of knowledge, experience and enthusiasm to the team!"

The three-year grant will fund two case managers and two Housing, Resource and Outreach specialists (HRO). A&C has been a subcontractor on this grant in previous years, but the \$303,000 the agency received this year far exceeds previous grant dollar amounts.

"One nice part of this grant is that it has prevention dollars; the majority of funding availability is restricted to the homeless," said **Brian Paul**, A&C Homeless & Housing Resource Team (HHRT) leader. "We are able to provide rental assistance for up to 90 days through either prevention or rapid re-housing. They will work in two pairs of two ... the HRO and the case manager. The HRO will connect with the veteran and help them find housing that's a good fit for them."

The program will cover Marion, Johnson, Hancock, Boone and Shelby counties.



Online Patient Portal adds to client convenience

Adult & Child Health constantly vies to make your family medicine experience more convenient. Because of that, we've utilized our latest venture, which takes a big step toward achieving that goal. The online Patient Portal allows clients with medication assisted



Dan Arens

treatment needs to manage their health care. From primary care to addictions to psychiatry, they can manage their Adult & Child Health accounts anytime, from anywhere.

"We're really excited to launch our online portal to better support our health clinic patients," said **Dan Arens**, Chief Strategy Officer and Director of Community Health. "This simple tool allows people to ask their medical and psychiatric providers medication questions, review lab results, access summaries of their visits, and even schedule or manage their future family medicine appointments."

Clients can go directly to our Patient Portal website, www.adultandchild.org/portal. Once there, they can sign up for a new account, claim access to a current account, view your lab results, view patient education materials, or ask their provider team a question.



HEART MONTH

Join us in February to celebrate Heart Month

Is Your Blood Pressure Good?

Below 120 and below 80:

Congratulations! Your blood pressure level is normal. Continue your healthy lifestyle!

120-129 and below 80: Your blood pressure level is elevated. Maintain or adopt a healthy lifestyle.

130-139 over 80-89: You have Stage 1 high blood pressure (hypertension). Maintain or adopt a healthy lifestyle. Talk to your doctor about possible medications (one or more).

140 or higher over 90 or higher: You have Stage 2 high blood pressure (hypertension). Maintain or adopt a healthy lifestyle. Talk to your doctor about taking more than one medication.

Source: mayoclinic.org



How Can I Lower My Blood Pressure?

- **Check it.** Do this regularly at your doctor's office, clinic or pharmacies
- **Change it.** Even simple changes like eating vegetables or an apple instead of chips can make a big difference.
- **Take Your Medicine.** If you take medicine to treat high blood pressure or other health conditions, follow your doctor's or health care professional's instructions carefully.



Heart Attack Warning Signs/Symptoms

- Pressure, tightness, pain, or a squeezing or aching sensation in your chest or arms that may spread to your neck, jaw or back
- Nausea, indigestion, heartburn or abdominal pain
- Shortness of breath
- Cold sweat
- Fatigue
- Lightheadedness or sudden dizziness

If you aren't sure if you're having a heart attack, call 911!



Team Award Winners!



Greenwood School-Based Claims Latest Version of the Traveling Trophy

At Adult and Child, it is rewarding to work alongside people who are passionate about their work and are dedicated to making our corner of the world a better place to live. Our most recent recipients of the Power of “&” Team Award goes to a team that is doing this sort of mission driven, work – the Greenwood School Based Team.

“Greenwood School Based has had a fantastic school year so far,” according to **Liz Stirn**, Assistant Director of School Based Services. The teamwork, morale, and relationships that have been built is a testament to their Team Leader, **Emilie Dorsett**. Under Emilie’s leadership there have been positive outcomes with school administrators, and overall satisfaction in a district that has had a lot of change over the last several years.

Dr. Jamie Brandt shared, “I can’t sing their praises enough! The time we spend during staffing is magic. Every week they bring hard cases – they don’t shy away from them! They want to learn and get better

– all to grow as providers and give the best care to our clients. They allow themselves to be vulnerable for their peers and colleagues to learn alongside them.”

Here are some of the secret ingredients for the Greenwood School Based Team’s success:

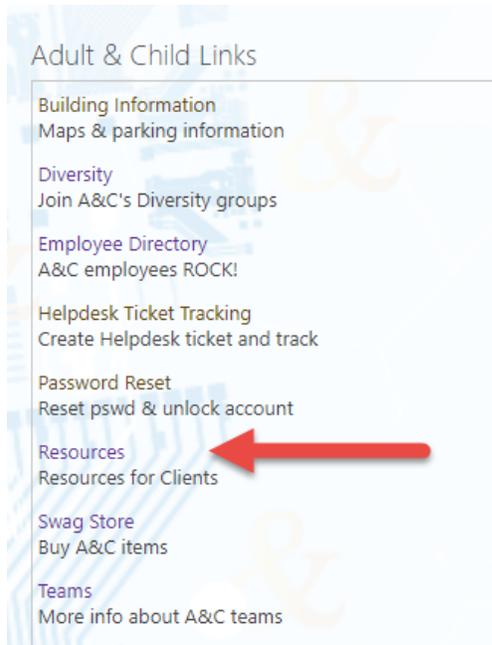
- **They are supportive of each other.** They care about one another and strive to do well for themselves and the team. The team intentionally sets time to get to know one another. That in turn has unified them and allows them to be so strong.
- There’s diversity among the team -- they welcome and celebrate it.
- They’re great at communicating with each other, clients/families, team leader and HSPP.

There is excitement and positive energy that exudes from this team and that gets translated every day into the rewarding work they do with the students who attend Greenwood Schools. Congratulations to everyone on the team!

News & Notes

Check out our new Resource Page

The resource page is a collection of resources available for clients in our service areas. This came out of a discussion during a lead clinician meeting where we determined an easy way to share and access resources would be helpful for staff. A group of LC's then formed and started working on developing and organizing a list of



resources, and Melissa Stewart helped with the technical piece to create an easy way to access resources. The resource page is now available on the ampnet (see image above). For ease of use, staff can find resource by categories, or can locate resources by using "ctrl" and F at the same time to find specific words.

This is also a very basic starting point, and we need ongoing help to get resources. Staff can email

resourcecommittee@adultandchild.org

to send in resources they use regularly, or new resources as they find them.

You can find the website here:

<https://adultchildcenter.sharepoint.com/sites/Ampnet/Resources/Pages/default.aspx>

Do you have a newsletter submission or suggestion? Contact Adam Wire, marketing and communications specialist, at **awire@adultandchild.org**

National Colorectal Cancer Awareness Month Coming Up



Screening tests to discuss with your physician:

Colonoscopy

Fecal immunochemical test (FIT or IFBOT)

Stool DNA

Guaiac Fecal Occult Blood Test (FOBT)

Flexible Sigmoidoscopy

Double Contrast Barium Enema

Virtual Colonoscopy

Screening Saves Lives!

Screening is the No. 1 way you can reduce your risk of colon cancer or rectal cancer.

With screening, colorectal cancer is one of the most preventable cancers. Colon cancer and rectal cancer are also highly treatable if caught early. That's why on-time screening is essential and lifesaving!

When you Should be Screened

All men and women without a history of colorectal cancer should begin colorectal cancer screenings at age 45, according to recommendations from the American Cancer Society. A person's individual risk factors may affect when and how often screening should occur.

News & Notes

How Wraparound Services are like a Snowman

This poem was written by a Marion Co. Wraparound client about her wraparound experience. This youth just graduated from the wraparound program. She and her family have worked really hard, and did an amazing job working through the wrap process, making meaningful change, and really coming together with the team. Her clinicians were **Kiersten Vincent** and **Sophie Foster**.

Wraparound is Like Building a Snowman

To build a snowman you start by finding all these little flakes of snow and packing them together to build a solid base. ... I was just a bunch of little pieces everywhere and my team started picking these little pieces up to build a base. ... Once the base is made you continue to gather the flakes; make a smaller ball of snow to put on top of the base for the body. ... At this point in wrap even though I had a good base there were still a lot of little pieces we had to gather and make sense of. ... Time to gather more flakes; and make another ball for the head. ... Now I have a good strong base, strong body, and head to think for myself.

Now for the final details; buttons, hat, eyes, nose, mouth, and scarf. ... It's not enough to just have a strong body. The buttons remind me to take pride in my appearance I am great and I want others to see that. The hat reminds me to keep using my head don't let my brain get cold by not practicing the techniques that make me a better person. Eyes keep me alert to the dangers around me so I can avoid them. The nose is long and pointy and reminds me to keep heading down the right path. The mouth reminds me to speak my words, let others know how they make me feel, and to voice my opinion. My opinion does matter. Finally the scarf will always remind me how this loving group of people came and wrapped themselves around me and made me strong and ready to face the world.

I'm not perfect but I don't have to be. I just need to remember to always do my best. I might not have my team anymore but that's OK because every time I see a snowman I will remember that this amazing wrap around team took the time to make me solid. Every one of you will always be a part of me. Thank you for helping me see that I am amazing!



Kiersten Vincent



Sophie Foster

Kiersten,
Thank you
so much



♡ Ashley

Employee Kudos

Wraparound Success: From a Client

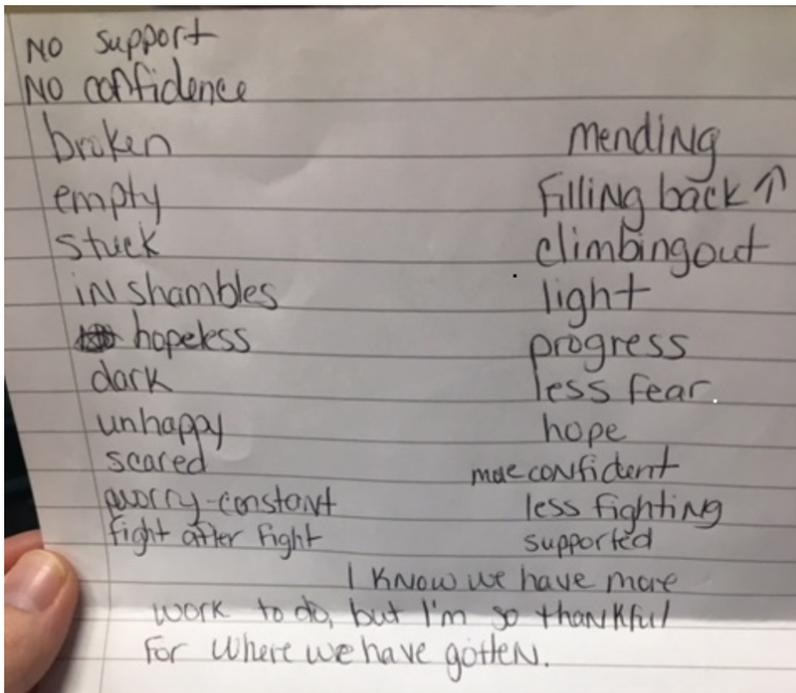
Wraparound is an intensive, community based program that can sometimes be very overwhelming for families who are accustomed to traditional outpatient services.

A current Wrap family recently reflected on its progress and gratitude for the process and their team, in a very powerful and evocative list. The mother first read a list of adjectives she wrote down to describe the family before Wraparound (see photo below). She had a second list she then shared to describe her family nearly a year into services.

We love to see the power of this program, and the trust families give us with their journey.

#ThisIsWhy

(submitted by **Sophie Foster**)



Nice work, Marilyn Bennett!

"I met with a BPHC client this morning who was returning to services. She asked me if **Marilyn Bennett** still worked here and had so many nice things to say about her. She said that when she worked with Marilyn 3-4 years ago, Marilyn got her through a really dark time and that she felt Marilyn was the only person who really

understood her. The client said she hoped Marilyn still worked here and that she would love to see her again (whether it was just to thank her or to hopefully work with her again)."



Bennett

Congratulations to Andrea Crull!

Andrea Crull has been with A&C for 12 years! She always goes above and beyond for the clients we serve. Andrea always focuses on



Crull

quality during skills sessions and it is evident in the many successes that her clients have experienced. The meaning of Zenith is "the time at which something is most powerful." Andrea strives to help clients reach their 'zenith' through each interaction. Thanks Andrea for all you do! - Tiffanie Barnes

Way to go, Ashley Raney!

Assistant Director of School Based Services Management Liz Stirn recently received this update from Center Grove's



Raney

Sugar Grove Elementary School about Team Leader **Ashley Raney**: "I know Ashley is not solely a Sugar Grove staff member (although we would gladly keep her here all the time), but she is an amazing part of our school. Ashley works so hard to keep our Adult & Child program functioning well by guiding her staff, following up on student concerns and making sure our kiddos have the best support possible."

Employee Kudos

Franklin School-Based Team Success



Smith



Delaney



Hensley

I wanted to share some of the awesome, creative ideas that staff on Franklin Community School Based have implemented in their school offices (pictures below).

Additionally, I had a parent of a young lady who had been struggling with suicidal ideations reach out to me to compliment the staff working with his daughter and voice how much he appreciated them successfully providing her with the care she needed while in crisis. This father shared that **Ashley Smith** had gone way above and beyond to support our client. He also mentioned his appreciation of therapist, **Shelby Delaney's**, work with this young lady and the support she further receives from **Kris Hensley**. I don't often get calls from caregivers with information about the positive outcomes of our amazing work and wanted to reiterate how much I appreciate what my team does for our clients on a daily basis! - Nicole Holland



Shout-out to Caroline Hartman!



Caroline Hartman will celebrate her one-year work anniversary with A&C in March. Since joining Team Zenith, Caroline has demonstrated outstanding performance in client care, and helping out her team members whenever able. She's known to go about her work in a quiet, efficient manner and was dubbed 'Zenith Ninja'. She has thus recently achieved an Ampy-Worthy Award of 'Customer Whisperer.' Caroline wrapped up her first year of MSW at IUPUI; and will soon be on her way to help those in need in a different capacity.

Health Care Related Day/Week/Month Observances for March

March is a big month for health care, as it relates to our services and mission. Remember these observances:

- March is **National Nutrition Month**
- March is **National Social Work Month**
- National Physicians Week** is March 25-31
- March 1 is **Self-Injury Awareness Day**
- March 14 is **National Write Down Your Story Day**
- March 20 is **World Social Work Day**

- March 20 is **Native HIV/AIDS Awareness Day**
- March 24 is **National American Diabetes Association Alert Day**
- March 30 is **National Doctors Day; National I Am In Control Day**
- March 31 is **Int'l Transgender Day of Visibility**