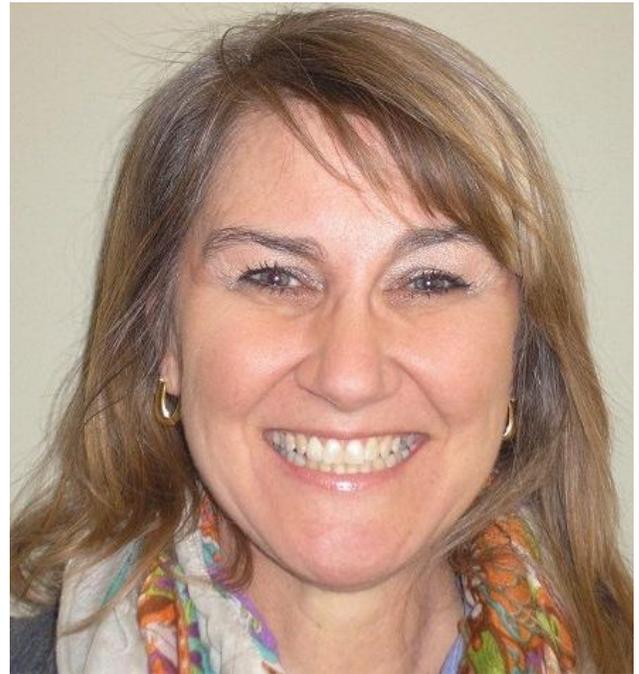


THE NEWS ST&ND

Monthly Email Newsletter for Adult & Child Health - July 2020

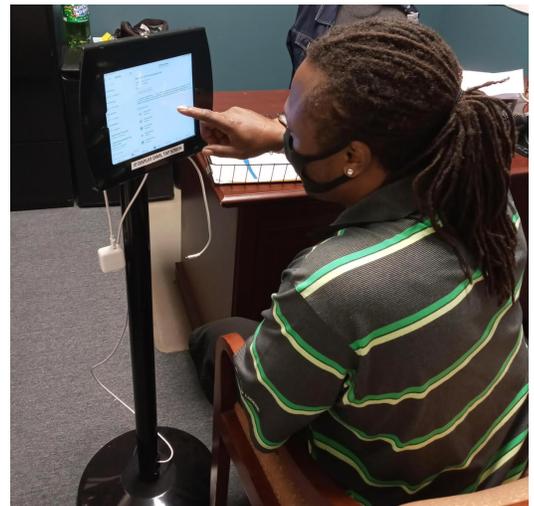
HAPPY ANNIVERSARY!



*Congratulations to Beth Lubbe (left) and Carla Orr, who are celebrating 25 and 20 years, respectively, at Adult & Child Health! We talked to both about their experiences and memories of working at A&C. Read more about it on **Page 2**.*

MORE INSIDE:

- *More A&C anniversary celebrants. **Page 3***
- *An update on the Northwood Plaza renovations. **Page 4***
- *How A&C and Wheeler Mission have teamed up to provide health services to Wheeler residents. **Page 5***
- *Employee Kudos. **Page 9***



25 YEARS!

***Beth Lubbe**, Team Leader, Child Intermediate Care, has worked at Adult & Child Health for 25 years. She reflects on her time at agency:*

Q: What roles have you served during your time at A&C?

A: "I initially worked as what at the time was called a "case manager" in the Therapeutic Foster Care program. At that time, case managers wore lots of hats as we didn't have skills providers, so we were the sole provider to the client and foster family and provided any needed services including therapy and parenting skills and case management to the clients and the foster family. In 1999, I transitioned into the role of outpatient therapist for the Child Intermediate Team, and then in 2002 moved into my current role as Team Leader."

Q: What specifically do you do in your current role, beyond the job title?

A: "Team Leader for Outpatient Team — Provide clinical supervision to team. Support, guide and coach staff with administrative supervision. Foster and encourage a team culture of support and encourage self-care."

Q: What do you enjoy most about working at A&C?

A: "The time and interaction with my team and other colleagues. The importance of this to me has been highlighted since being away from the office and losing some of this. I enjoy the spontaneous, momentary chats with others, the drop-by times when we staff cases, seeing a team member's face when they are celebrating a client's growth and successes and all of celebrating those successes for clients, being side-by-side when we face challenges and working together to support clients and one another."

Q: What are your hobbies and outside-of-work interests?

A: "I love to read, cook, enjoy going to watch a variety of types of live music, am a UK basketball fan, spend time with my family, get together with friends and play cards or board games."

20 YEARS!

***Carla Orr**, Team Leader, Child Intermediate Care, has worked at Adult & Child Health for 20 years. She reflects on her time at agency:*

Q: What roles have you served during your time at A&C?

A: "In 2000 I was hired as a job coach on a CBTT called CARE Team. It was an 'ACT-like' Team — I learned a lot! I transferred to Job Links Team Lead in 2002 and have remained in this role since then. I have enjoyed learning about other teams and the services we can provide to adults and kiddos getting services here!"

Q: What specifically do you do in your current role, beyond the job title?

A: "I work with a Great team that helps people return to work or enter the workforce. I help at Valle Vista with youth and love it there! I work with Social Security Beneficiaries and help them find employment. I am a Nationally Certified Community Partner Work Incentive Counselor. I am on the INAPSE Board of Directors. I work with a great deal of community partners. I ♥ my team and my leadership."

Q: What do you enjoy most about working at A&C?

A: "I enjoy my coworkers and our team! I appreciate the collaboration and education that I receive from all the staff that I have the opportunity and privilege to work with daily."

Q: What are your hobbies and outside-of-work interests?

A: "I enjoy boating, puzzles, friends, Moko (pictured below), and spending time with my family."





Happy A&Cversary!



Plenty of A&C employees have celebrated work anniversaries this year. Here's a look:

10 years! | Happy 5-year anniversary!



Kristen Ackerman,
Service Coordinator



Catherine Comstock, Lead
Clinician, Johnson
County Wrap



Amanda Orr, Team
Leader, Licensing



Emily Roscoe



Billie Foukas



Denise Amato



Tyler
Alexander



Keith Sims



Michelle Grant



Vivian Hinders



Lindsey
Hillman



Margaret
Collingwood



Carol
Heckaman



Ryan King



Rodney Burton



Erika
Robertson



Todd Morton



Jessica Woolf



Stacie Flood



Laura Durbin



Siobhan
Nelson



Tiffany Hufford



Emily Fisher



Olga
Goloschokin



Aby
Wischmeier



Courtney
Ca'they



Samantha
Eby-Reel

Northwood Plaza Genoa Pharmacy Renovation Project Rolls On

We're seeing quite a few changes at our primary care clinic at 1860 Northwood Plaza in Franklin. The front desk reception area is being remodeled to accommodate the new Genoa Pharmacy location. The pharmacy is going where the vault used to be located. The front desk had to temporarily move to the back conference room to allow for the remodel. The pictures are of the temporary setup for the front desk and construction progress from the time they started removing the vault until now. It is looking good and hope to be ready by Aug. 18.



Staff working in the makeshift lobby area.



A&C Launches Telehealth to Serve Wheeler Mission Guests

Take away the walker, and **Steve Dycus** looks like a relatively healthy man who doesn't need telehealth services. But as he lifts his right shorts to expose his leg, you can see the scar from the surgery that took place 20 years ago, after four gunshot wounds penetrated his leg. What you don't see are the struggles he's endured since. The mental health challenges and the medication side effects. How he's bounced from one doctor to the next, from one hospital to the next, from one prescription to another, seeking answers.

When the COVID-19 pandemic hit, Steve's predicament worsened. He contracted the virus. He endured serious, but not life-threatening, symptoms, so Steve couldn't see doctors for his previous conditions. Because of the virus, he couldn't stay with his girlfriend any longer.

He went to Wheeler Mission. There, **Quedawnta Clemons**, a case manager at the Mission, knew how to address Steve's health concerns.

She knew Wheeler recently partnered with Adult & Child Health to provide telehealth services for Wheeler residents. She knew A&C was a perfect one-stop shop for residents like Steve, who needed physical and mental health care, and until now, couldn't get it in one place.

"It really puts a smile on my face to know I'm getting the help that I need," Steve said. "I'm not getting any rejections or being put on the back burner about what's good for me, and I can also have someone that listens and can get me the best feedback without the medications, without "try this, try that," and the complications and the side effects are very real."

How the telehealth partnership works

Adult & Child Health recently provided Wheeler Mission with iPads, where residents could register for health care services via telehealth. The resident registers while a Wheeler Mission case manager assists. Then **Reba Chapple**, A&C's Certified Medical Assistant who serves as a liaison between the agencies, helps residents arrange appointments, fill out paperwork, and assist clients as they apply for insurance.

“ It really puts a smile on my face to know I'm getting the help that I need.
- Steve Dycus, Wheeler Mission guest and A&C client.

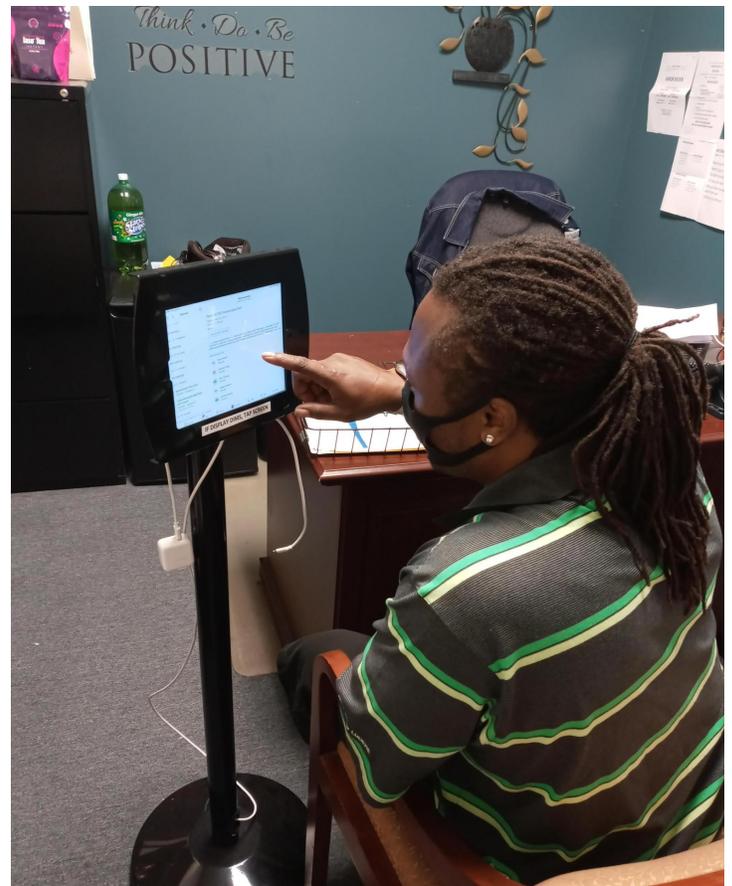
A&C has already helped about 35 Wheeler residents address their health concerns. The relationship began as A&C sought new ways to offer patients convenient access to services. COVID-19 forced so many changes in how health care providers limit in-person contact, and it kept lots of patients from making their appointments.



Reba Chapple

"Back in mid-May, we started having discussion about how to get more patients in the door and get more people access to care," Chapple said. "**Shirl (Demmings)**, Director of Practice Management) had talked to Wheeler, and they had patients that needed primary care and wanted behavioral health. I said I'd love to help with this in any way I can. We're an FQHC (Federally Qualified Health Center), that's our job. We devised a plan to do telehealth and getting people seen."

To read the full article, visit adultandchild.org



Steve Dycus uses an iPad to register for A&C telehealth services.

Let's Talk About Pronouns

In our continuing efforts to become a more inclusive agency, Adult & Child Health is encouraging employees to include their pronouns in their email signatures.

What are “our pronouns”?

Pronouns are the words you might want others to use in place of your proper name. Some examples include “she/her” or “he/him” or gender-neutral pronouns, such as “ze/hir,” [pronounced: zee/heer] or “they/them.” Some people use specific pronouns, any pronouns, or none at all. Here is an example of using “they/them” in a sentence: John is substituting for me today and they are an incredible mathematician.

Why Focus on Pronouns?

This gives you the opportunity to self-identify instead of assuming someone’s identity or which pronouns they use. Including pronouns is a first step toward respecting

people’s identity and creating a more welcoming space for people of all genders.

What if I Don’t Want to Share My Pronouns?

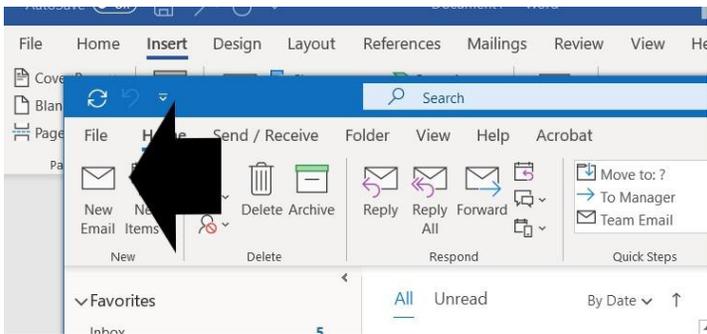
That’s OK! Some people may choose not to share their pronouns for a variety of reasons, e.g. they are questioning or using different pronouns, they don’t use any pronouns, they don’t feel comfortable sharing them at that moment or in that space, or they fear bullying or harassment after sharing. NOTE: If someone has left pronouns off their email sig or chosen not to share their pronouns, please refrain from using pronouns for that person and refer to the person by their name.

To learn more, visit <https://www.glsen.org/activity/pronouns-guide-glsen>.

Still have questions? [Email the LGBTQ Taskforce](#).

How do I change my email sig?

1. Click on “new email”



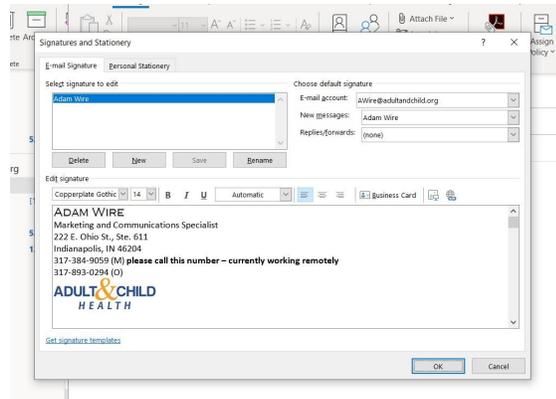
2. Click on “Signature,” then select “Signatures” from the dropdown menu



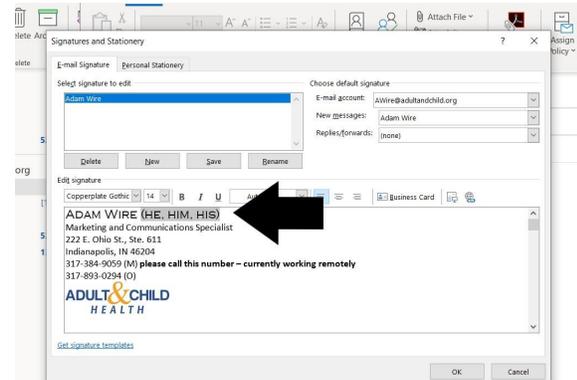
ADAM WIRE
Marketing and Communications Specialist
222 E. Ohio St., Ste. 611
Indianapolis, IN 46204
317-384-9059 (M) please call this number – currently working remotely
317-893-0294 (O)
ADULT & CHILD HEALTH

- [Learn more about the LGBTQ Taskforce](#)
- [Email the LGBTQ Taskforce](#)

3. Select the signature you want to edit



4. Input your pronouns wherever makes the most sense within your signature, then hit “OK” in the lower right corner.



5. All done!

News & Notes



Posters coming

Recently, Indiana Gov. Eric Holcomb announced an executive order mandating that Hoosiers statewide wear masks inside a business, public building or other indoor place that's open to the public; outdoor public spaces where social distancing isn't possible; and when using public transportation or while in a taxi, private car service, or ride-sharing vehicle.

As employees at a community health center, it's important that we echo that message and share it whenever we can. To that end, we've ordered several copies of the signs you see pictured below. We hope you'll take these signs, snap photos or yourselves or family members and share these with us to include on our social media pages (Facebook and Twitter). You can obviously also share them on your own social media pages as well.

Look for information in the coming days about how we plan to distribute the signs, and how to send photos to us to share.

We thank you for your participation, and for your willingness to #MaskUpHoosiers!



Foster Care Referral Bonus



How much cash? \$750 per family!

Q: How does the referral program work?

A: Any staff member who has referred a foster family who becomes licensed with our agency is eligible for the referral fee.

Q: What conditions must be met to be eligible?

- The applicant and/or employee must contact Lynn Farmer at lfarmer@adulthoodandchild.org or at 317-474-3624 to start the process.
- Please indicate which staff member has made the referral for the family at the time of initial inquiry.
- The applicant must complete all steps required to become licensed as a foster parent
- Once the applicant is licensed, the request for referral payment of \$250 will be submitted by the licensing staff.
- The referral fee will be paid through Adult & Child Health's regular payroll processing procedures.
- The referring staff member must be employed by Adult & Child Health on the date of the payment.
- In addition, once a foster family accepts a placement for a period of 30 days, the staff member will receive an additional \$500.

Get more information about our foster care program by visiting indyfostercare.org.

Have an idea, question or correction for The News & Notes? Email Marketing and Communications Specialist [Adam Wire](mailto:Adam.Wire@adulthoodandchild.org).

News & Notes



CSH donates PPE to Penn Place

A big thank-you to the Corporation for Supportive Housing (CSH), which helped facilitate the distribution of reusable masks and hand sanitizer to various housing sites in Indianapolis that were graciously donated by United Healthcare. Penn Place Apartments, 1415 N. Pennsylvania St., where we provide services to residents, received supplies for all of the residents. Resident Gregory Morris (pictured above) was very happy to have a mask to wear as he practices CDC recommendations at Penn Place and in the community. Thanks again to everyone involved!

Congrats on Adoption!

Congratulations to Skills Development Specialist **Kara Cook** on the recent adoption of this young man!



10 Years as a Foster Parent for TFC program's Williams

Congratulations to **Lisa Williams**, who has been a foster parent in our program for 10 years! Lisa has been an incredible asset to our program, and she helps us live out our mission every day. Thank you, Lisa, for everything you've done for your foster children. You are truly making a difference!

More about our Therapeutic Foster Care Program:

- A look at how our TFC team has adapted during the COVID-19 pandemic: [Our Foster Care Services Are Still Here for You During COVID-19. Here's How We're Doing It.](#)

& Employee Kudos &



Witcher honored at state conference

John Witcher, Employment Specialist in our JobLinks program, was nominated July 15 for the Association of People Supporting Employment First (APSE) Lois Curtis Award.

"I have had the honor and pleasure of working with John in a professional capacity as a Team Leader," said **Carla Orr**, his supervisor. "I have worked in this role since 2000 and I can honestly share that he has inspired me and re-charged me through the work he does day in and day out. Not only am I experiencing this "energy" – I have noticed it in his colleagues and most certainly the individuals he works with each week to assist with their recovery goals, especially related to gaining employment.

"John is very compassionate, supportive and professional in his role and has quickly learned to take on many duties and wear several different hats with confidence.

"He brings a wonderful perspective to our work - as an individual who has been in services most of his adult life and benefited from mental health services, community-based services and supported employment services. He received his MBA in May 2017 and has so many skills and talents that I bet what I 'know of' only scratches the surface. I often applaud the success and milestones achieved with his cases. He has done some phenomenal work with extremely challenging situations."

Specialty Services

- Shout out to **Tina Sellers**, Johnson County Wrap, who received these accolades from a team member: *"Just wanted to give a shout out to Tina for being able to draw in a resistant parent during our first CFTM! Tina was able to ensure that all the team members voices were heard and was able to engage the parent in identifying positives!"*
- Kudos to **Fafi Banda**, Valle Vista, who came up with the idea to have A&C staff present at Valle shift change meetings! These are going so well! Thank you.
- Wrap kudos to **Jenn Harding**, Marion County Wrap, for being a rock star at technology. Her "tech-knowledge-y" helps us be efficient and improve collaboration. She did an awesome job on Caseload list for Marion County, and we appreciate her on the daily.
- Happy one-year work anniversary to **Cassie Lewis** and 2 year anniversary to **Sam Milli** and **Kiersten Vincent**, Marion County Wrap!
- Shout out to **Tiffany Covele**, Marion County Wrap Team Leader, who received this from her Johnson County counterpart: *"I wanted to give a huge shout out to Tiff!! She has been absolutely amazing to work and collaborate with! When reflecting on being here almost a year, I have learned so much from her and appreciate all the time she has taken to answer my 1,000 questions. She has stepped in to help, offered support, and just been there when stuff hits the fan. I really appreciate this partnership and can see the growth in this A&C wrap team from this connection we have made."*
- Shout-out to HHRT team member **Melissa Bronicki**, who has been able to prevent over 20 evictions with some of the veterans she works with. Her amazing service has provided stability for veterans and their families during such a complicated time.
- Big Props to the HHRT team members at the St. George/Anthem project have been celebrating some great success. (**Jennifer Colasessano, Kyle Mobley, Scott Vail**). They have 3 individuals who have graduated from 28 day treatment programs and another is undergoing successful medical treatment.