When the Coronavirus pandemic gripped our world in a big way starting in March, Adult & Child Health faced a public health crisis like we’d never seen. Clients were afraid to leave their homes to utilize our services. Employees weren’t too comfortable, either. Since then, we’ve adapted incredibly. Through our transition to Telehealth and other offerings like our Patient Portal and Virtual Primary Care, our agency responded to this crisis amazingly. You’ll see some of the success stories as you read this newsletter.

We’re happy to bring the newsletter back to you after a three-month hiatus. It’s important that we share our innovative work, our mission moments, and our personal and professional success stories as we strive to work through this pandemic and live out our mission. "With hope, compassion and creativity, we deliver life-enhancing physical, social and behavioral health care services.”
How We’ve Responded to the COVID-19 Pandemic

Written by Adam Wire

How have we responded to the largest public health crisis we’ve seen in the last century? Here’s how:

• We altered our services from in-person to telehealth whenever possible, while still maintaining in-person primary care services.
• We’re offering virtual primary care to those who aren’t comfortable visiting our clinics in-person, where clients can consult with a doctor from the comfort of their home.
• We continue to offer our Patient Portal, where clients can access web scheduling, private messaging, refill requests, test results and online billing anywhere, anytime.

• Our Open Access service, which is the main vehicle that allows clients to begin services with Adult & Child Health, has transitioned to an appointment-only, call-ahead service to keep our clients and our employees safe.
• All that said, the most visual aspect of the changes we’ve made have clearly been our masks. Take a look below at more masks, some of which were donated by outside agencies, others that were made or donated by our own employees!

Gleaners Food Bank and the Interchurch Food Pantry donated several masks and food items that our Clinical Nursing Team was able to provide to eight patients, four support staff and an A&C employee. Pictured at top right: Ashleigh Koch, Tikedra Thomas, Henri Therman-Tarver, Jennifer Lutes. Jade Metz is pictured at left.

Thank you to Sara Alrajabi, Engagement Coordinator, who made masks for clients who are in the Blue Triangle project, a partnership with Anthem. Thanks, Sara, for going above and beyond in showing our mission!
The Power of &

Congrats to the Clinical Nursing Team!

The Clinical Nursing Team won the A&C Ampersand Team Cup based on its great work transitioning to telehealth in April. As the chart below illustrates, the speed by which this team adapted workflows and responded to the pandemic has allowed A&C to surpass other FQHCs in providing services throughout the pandemic emergency. They’ve also shown QI successes in eliminating lab errors and coordinating care for diabetes patients. Fantastic work, everyone!
Lauran Canady assumes new title

Lauran Canady has accepted a significant expansion to her role as the Director of Clinic Based Services with Adult & Child Health. Lauran has played a critical role in leading our Call Center, Open Access, Crisis, Outpatient, and Addictions teams at A&C Health and has a true passion for the A&C mission. In her new role, Lauran will add the oversight of the FQHC clinics to her leadership scope with a focus on growth, quality improvement, and better cross-agency alignment for our patients.

As we continue to expand into whole health care, Lauran's health network expertise will allow us to expand our “no wrong door” approach and better blend primary care, behavioral health, and addictions services.

"In my work with Lauran over the past few years, I've had many engaging conversations with her about the future of our health clinics and the opportunities to provide better access to care for those we serve," said Dan Arens, Chief Operating Officer. "I'm excited to see Lauran in a position to grow our FQHC scope and work with the medical and nursing teams to improve our current systems of access and quality of care."

Shirl Demmings, Director of Practice Management, will continue to provide practice leadership focused on daily operations, prescriber support, nursing teams, labs, and 340b programming and will join Lauran's team. Congratulations on the new role, Lauran!
A Message from the LGBTQ Taskforce

Time and time again, persons whose voices and identities have been silenced, marginalized, and diminished have utilized the means at their disposal to make their voices heard and their personhood validated. As we digest the events of the past few weeks, we stand with our communities in seeking to understand their experience, to learn from their expression, and to support fundamental change.

Now more than 50 years after Stonewall and the start of the LGBTQ+ rights movement, we still see issues surrounding social justice across the nation, and indeed, the world. As LGBTQ+ people and allies, we must take a hard look at what we're doing to move forward toward justice for all. As Harvey Milk said, “If we in the gay community want others to help us in our fight against discrimination, then we must help others in their fights.”

We at the LGBTQ Taskforce recognize that Pride is important; however, we also recognize that standing with the Black people in our lives and in our communities is more important than ever. This June, Pride events are canceled, but we can still work for justice and inclusion. As we move forward during this Pride month, we hope you, along with all of us, find ways to help continue the fight for justice. All of us can play a part.

We encourage you to read, listen, educate, and work toward a better understanding of race, privilege, and the multiple intersectional issues that affect the Black community. We encourage you to have these uncomfortable conversations as often as possible. If you’re looking for a starting point, the Taskforce is happy to provide a list of resources we’ve found valuable.

Black Lives Matter. Within the LGBTQ+ Taskforce, it is our goal to create an environment within Adult & Child for both staff and clients that exhibits acceptance through advocacy, education, collaboration with the LGBTQ+ community.

The LGBTQ+ Taskforce

Want to join the taskforce?

The LGBTQ Taskforce typically meets on the second Wednesday of every month (currently via Microsoft Teams) to discuss internal and external inclusion efforts and group events. If you would like to join the taskforce, email LGBTQTaskforce@adultandchild.org
How Therapeutic Foster Care Has Adapted During COVID-19

As the COVID-19 pandemic spread, it turned our lives upside down. Fortunately, our Therapeutic Foster Care team adjusted so the foster care services they offer won't suffer. From virtual meetings to more flexible training, the team maintained services, and improved them in some instances.

“We have the ability to be more flexible with our trainings as they are able to be offered virtually,” said Julie Stewart, Adult & Child Health's Director of Child Welfare Services. “This has given us the opportunity to review our training schedule and see where we might be able to make some additions and/or adjustments with trainings that are being offered.”

Here's a look at the services that remain available, some new resources and how the team changed some foster care services:

Virtual Meetings

“We continue to provide our full spectrum of services,” said Lynn Farmer, Community Outreach Development Specialist. “From licensing new homes, to maintaining certification/license, to providing the clinical/support services determined necessary.”

The virtual trainings will be more convenient for foster families, even in a post-COVID world. “We are offering more trainings online, making it easier for parents to attend,” Farmer said. “We have also started offering an online version of CPR/First Aid (pictured above). This allows parents to take the classroom portion of the training online, and then they only need to be tested on the physical maneuvers (chest compressions).”

Virtual training and service provision is new to most, but it offered unforeseen benefits, according to at least one Therapeutic Foster Care team member. Dakota Reynolds, Therapeutic Care Specialist, said some youth and parents could focus more during the sessions together. She also enjoyed sharing a more personal side of herself with clients by introducing them to the pets she has in her home.

What's new?

The team recently set up a virtual support group for foster parents. They offer the meetings multiple times during the day to be more convenient.

Therapeutic Foster Care also can allow foster parents to assist directly with virtual supervised visitations with biological family members. That assists in building bridges for youth. "Having the opportunity to provide services virtually has allowed us to figure out creative ways to make connections that might otherwise be difficult due to scheduling/location of siblings and/or biological families,” Stewart said.

In addition, the foster care services licensing process has become more virtual out of necessity. “We have the ability to send forms electronically and can also drop off/pick up paperwork through ‘no contact’ methods,” Stewart said.

"Having the opportunity to provide services virtually has allowed us to figure out creative ways to make connections that might otherwise be difficult." - Julie Stewart
Our Youth Development Team's Teen Outreach Program group of youth ages 12-15 wanted to share a message of support for the Black Lives Matter movement in their community. “Go out and protest. #Blacklivesmatter.”

Part of the Teen Outreach Program is that the youth get to give back to their community through designing and completing several community service projects. Since groups are currently meeting online only, they decided to try out a social media campaign as their first project! Each youth took time to draw and design a sign with one word of their message. They hope this message will inspire others to show support in whatever way they can.

A Message from Adult & Child Health CEO Allen Brown

Staff, as social protests spread in our communities after the death of George Floyd, a Black man who died under police arrest in Minneapolis, it’s important for Adult & Child Health to assert our belief that Black lives matter. The need for justice and equality permeates the mission and services we provide to persons that face discrimination and brutal treatment based on the color of their skin. Adult & Child Health stands with those who are protesting injustice, hatred, and racism. It’s not surprising to know A&C employees of all races and ages have joined in peaceful demonstration. We live our mission and values daily. People work at A&C because they want to make a difference in the communities we live in.

To lend not only our voices but provide direct support to the Black community, Adult & Child Health has pledged $1,500 to the MLK Center of Indianapolis, a multifaceted nonprofit organization providing resources and services to inner city Indy youth, while emphasizing civil rights teachings and philosophies of Dr. Martin Luther King, Jr. A&C joins with community organizations, community members, partners and local officials who share our beliefs about the basic rights and dignities all persons should have. The last few days show just how far we have to go to achieve the A&C Vision of “caring communities where every child, adult, and family have the opportunity to live healthy, happy lives.” We are forever dedicated to making this vision a reality.
American Diabetes Association Honors A&C

Over the past several months, our clinical nursing team has worked diligently to provide quality diabetes education to our clients. Recently, the team’s efforts were recognized by the American Diabetes Association. We’re pleased to announce that Adult & Child Health’s diabetes self-management education service has been awarded Continued Recognition from the American Diabetes Association. The Diabetes Self-Management Education and Support (DSMES) certification continues through October 2023. This service offers high-quality education services to our diabetes program participants. It also means clients have skilled and competent staff who are educated in diabetes management, and greater access to resources. As an agency, this means we can bill at a higher rate and advertise A&C as a Certified Diabetic Education Center. “This program will help patients better control their diabetes, and they will have a partner in their diabetic care,” said Shirl Demmings, Director of Practice Management. “The process gives our health care professionals a national standard by which to measure the services they provide.” Clients access the program through a referral from their A&C primary care doctor. Clients from every A&C service line will have access to this service once they receive that referral. The American Diabetes Association’s Education Recognition effort is a voluntary process that assures approved education services have met the National Standards for Diabetes Self-Management Education Services. Services that achieve Recognition status have a staff of knowledgeable health professionals who can provide state-of-the-art information about diabetes management for participants. Congratulations to our clinical nursing team for its efforts in making this happen! Your work speaks to our Mission, Vision and Values. Thank you for everything you do.

A&C Awarded $3.2 Million Grant to Expand Mental Health Services for Homeless

Adult & Child Health recently announced it has received a $3.2 million grant to serve homeless adults with severe and persistent mental illness who are high utilizers of the Marion County Jail, local hospitals, emergency rooms, and psychiatric facilities. The grant, awarded by the Substance Abuse and Mental Health Services Administration (SAMHSA), provides roughly $650,000 per year for each of the five years. A&C will use the funds to provide Assertive Community Treatment (ACT), an evidence-based practice that improves outcomes for people with severe mental illness who are at risk of psychiatric crisis and involvement in the criminal justice system. The Central Indiana Community Foundation (CICF) has been a critical partner in supporting A&C’s development of this program and is adding funding to the program to assure programmatic goals are met. ACT is a multidisciplinary team approach that combines behavioral health and addictions treatment with assertive outreach to persons in the community. Click here to read the entire press release.
June is Men's Health Month

Here are some healthy living facts and tips for men, courtesy of our Clinical Nursing Team and other sources.

- Genetics only determines 30% of a man's health. Men can control the other 70% through their lifestyles.
- Males who climb 50 stairs or walk five city blocks a day may lower their risk of a heart attack by 25%.
- Men who consume four to 10 drinks a week (at most) have a lower risk of developing Type 2 Diabetes.
- Drinking more than 10 drinks a week almost doubles your Type 2 Diabetes risk.
- Inactive men are 60% more likely to suffer from depression than their active counterparts.
- Men who sleep seven to eight hours per night are 60% less likely to suffer a fatal heart attack than those who sleep 5 hours or less.
- Males live about five years less than females, on average.
- Men have a higher death rate for most of the leading causes of death, including cancer, heart disease, diabetes and suicide.
- Half of men will develop cancer in their lifetimes.
- Men make half as many preventive doctor's visits as women.
- Getting five to seven servings of fruit and vegetables each day might seem impossible. It isn't! Try this: 1. A glass of orange juice. 2. One potato. 3. One big carrot. 4. Half of an avocado. 5. A pear.
- Add at least one fruit and vegetable to every meal.
- Say no to super-sizing.
- Eat a variety of foods.
- Keep comfortable walking shoes handy at work and in the car can improve men's health.
- Play with your kids or grandkids. Take the stairs instead of the elevator. Do yard work. Choose activities that you enjoy to stay motivated.
- Make prevention a priority. You can detect most health conditions early with regular checkups. Quitting smoking and drinking less can also prevent chronic conditions.

Sources: Consumer Health Digest, Illinois Department of Public Health, Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention, menshealthmonth.org, Military Health System.

Help our agency by participating in Kroger’s Community Rewards Program

A&C is excited to be part of the Kroger Community Rewards Program! Do you have a Kroger card? If so, every purchase you make at Kroger can help support A&C! Here’s what you need to do to register Adult & Child Health so that your card links to our organization to receive rewards.
1. Go to www.kroger.com
2. Sign in or create an account if you’ve never done so.
3. Click on the arrow by “Savings and Rewards” at the top.
4. Then, Click on “Kroger Community Rewards.”
5. On the next screen you will click on “I am a customer. Want to enroll in community rewards?” You will then enter Adult & Child Health into the search area and click to choose us!
Thanks for your continued support of our agency!
I want to give a huge shout out to our team at Valle Vista. They have been continuing to provide face-to-face treatment to our youth on the RTC unit during COVID and have had to quickly implement more programming and groups now that youth cannot leave on passes or home visits. This team has stepped it up: masks, gloves, sanitizer, and all!!
Pictured here are Jodie Hurst, Christina Walton, and Mattie Jones.
- Aja Bridgewater

We had a school dean reach out to one of our employees and drop off a hand-written note thanking them for the amazing services they provide. In the note it went on to say, “I have really appreciated the opportunity to work with you. You are amazing in what you do and I have been in awe of you during so many of your interactions with some of the most challenging students. It truly is a gift! I don't know what many of them would do without you.”

Our Franklin Community School Based team had a client receive an award for most improved student, and our Beech Grove School Based team we have had 15 clients who were recognized for end-of-school-year awards!! We have schools telling us, “Just wanted to pass it along because you do make a difference in these kids' lives, even if it doesn't feel like it right now.”
- Tara Elsner

I work at 8320 with a wonderful woman named Jade Metz, who is a community health worker. She has been going above and beyond to get food from food pantries for our clients. Her actions embody our mission. Ashleigh Koch and Jen Lutes have been her helpers as well. They are MA’s at 8320 and very positive and kind. They have made me proud to be their coworker.
-Kimberly Wheeler

Do you have an item for the newsletter? Contact Adam Wire, Marketing and Communications Specialist, at awire@adultandchild.org
Employee Kudos

It has been a really trying time for the youth at Valle Vista Residential with them not being able to leave the facility at all or see their families in person during this pandemic.

I wanted to take a moment to appreciate the rock star staff at Valle who continue to come in daily to support these youth through all of it. Our amazing team consists of Fafi Banda, Bobbi Cruz, Jodie Hurst, Mattie Jones, Nicole Lane-Mullins, Erika Robertson, Holly Smith, and Christina Walton.

On top of the amazing Valle Vista RTC staff we have, we are fortunate enough to have a little extended Valle family of helpers from other teams who have been coming in to support the youth by meeting with them individually, running groups, and making sure we have the supplies we need. This has been a major help to keep us sane and safe and also help provide some more structure and variety to the youth have had a reduced school schedule and LOTS of extra free time.

Special Thank Yous to our extended Valle family: Caitlen Brandt, Angel Crone, and Mason Wanders from Youth Development, Carla Orr and Janice Gray from Job Links, Laura Durbin from School Based and Amy Stoll, our office coordinator. We could not do it without this village!!

-Sarah Shields

Nurses,

You are the caregivers, communicators, patient advocates, and decision-makers. You are the voice-of-reason, the calming voice, and the familiar face that so many of our clients look forward to seeing. But even those who provide the most compassionate care can have bad days too. Some days, especially now amidst a rapidly changing environment, may seem physically exhausting and emotionally draining. Still, you let these difficulties be pushed aside by the satisfaction of knowing that you play a pivotal role for our clients.

In Support Services, we see the daily impact you have on our clients across the board. Thank you for being on the front lines of care. Thank you for your kindness, dedication, and healing touch. Thank you for always putting your patients first, no matter how grueling your day.

From the Support Services Team, thank you!

-Zak Rittenhouse

Coming in July:

- Adult & Child Health offices will be closed Friday, July 3 in observance of Independence Day.
- Our Clinical Nursing Team will share tips and statistics on tobacco screening and oral health