

NEWSST&ND

ADULT & CHILD HEALTH



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Celebrating 25 Years of Care

Kelly Chambers' career spans from a machine tool company in Arizona to a community mental health center in Indiana– and she's been here with us ever since. Read on to learn more about the impactful change she made to A&C with just \$250, the impact our clients have had on her, and the impact she hopes to have on Support Services.



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NATIONAL HEALTH CENTER WEEK

CELEBRATED AUGUST 7 - 13, 2022

National Health Center Week is an annual celebration to raise awareness about the mission and accomplishments of America's health centers.

Federally Qualified Health Centers (also called Community Health Centers, FQHCs, and CHCs) are Federally funded health centers aimed at improving primary care and health services to marginalized communities. These health centers are at the front line of treating not just health conditions, but the social determinants of health that impact healthcare outcomes.

An FQHC Look Alike (LAL) is a health center that operates like an FQHC and is held to the same standards but does not receive the same grant funding. LALs can apply for full FQHC status when the Federal government opens up applications.

Adult & Child Health became a Community Health Center Look Alike in 2017. As a behavioral health provider, we noticed a need for primary care services for our patients. By integrating primary care services, we provided a patient-centered health experience where we can provide the highest level of care. We know there is a link between mental health and physical health and we've built a healthcare model that treats both.

Shine a light on our Community Health Center and share the value that it brings to everyone who it touches. Celebrate by spreading the word about A&C and by continuing to give our clients and patients excellent care.

HEALTH CENTER STATS:
DRIVING ECONOMIC
GROWTH



270,000
EMPLOYEES (FTE)



\$63 billion
ECONOMIC ACTIVITY
GENERATED IN
COMMUNITIES SERVED



\$24 billion
SAVINGS TO THE
HEALTH SYSTEM
ANNUALLY

LEARN MORE:

<https://healthcenterweek.org/>

NATIONAL HEALTH CENTER WEEK

Community Health Centers: The Chemistry for Strong Communities

Ad Healthy	Bi Behavior	V Networks	Ag Agencies	I Innovations	C Coalitions	Cm Case Management	Cw Community Health Workers	Ss Social Support	Hc Health Care	Su Supportive	O Omnibus	Pu Public Health	Sb Social Business	Sd Social Determinants
Cp Continuum	Op Open Door	E Equity	H Holistic	W Women's Health	S School-based	Ph Public Health	Nu Nutrition	Ch Chronic	Pc Primary Care	B Behavioral Health	Pb Patient-based	Pr Prevention	Pn Partnership	Sv Self-empowerment

August 7 - August 13 www.healthcenterweek.org #NHCW2022

- VALUES
- POPULATIONS
- ENABLING SERVICES
- SERVICES
- INNOVATIONS
- AFFORDABILITY
- MISSION

25 YEARS OF CARE

CONGRATS TO KELLY CHAMBERS

The healthcare industry was not on Kelly Chambers' radar when she moved to the Midwest years ago.

Kelly was born in California and lived there till the age of 11, when she and her family moved to Arizona. As an adult, she had a job she loved at a machine tool company—the only woman on a male-dominated team—until she moved to Indiana with her born-and-raised Hoosier husband.



The first job she was offered in Indiana was in the financial department of a community mental health center: Adult & Child Health. Despite having no experience in the industry, she took the job because it was close to home and she was happy to have a short commute.

Kelly had no idea then that this initial job offer would evolve into 25 years of longevity and a career making a difference in the lives of A&C clients and staff. In fact, what she thought would be a short-term position turned into the only job she's had since her move across the country. Over time, she transitioned through a total of five different positions within the organization, including customer account supervisor, customer support supervisor, and eventually Director of Support Services.



Well Wishes & Kind Words

It has been my privilege to work with Kelly for the last 25 years. Kelly is a dedicated, caring, passionate, and supportive Leader. Kelly works tirelessly to make sure her staff know what is expected of them and to push them to be their best possible self. Kelly works hard to maintain the morale of her staff and is quick to acknowledge their accomplishments. Kelly is constantly looking for ways to improve work process; a good example is her innovation in starting up the call center. I would like to thank Kelly for her guidance, encouragement and for giving me the opportunity to have worked with her for the past 25 years.

- **Mary Fisher**

Kelly has been an Adult & Child staple throughout my career at A&C. 25 years?So amazing!!

Congratulations, Kelly, and thank you for your compassion and dedication to those we serve and thank you for being a genuinely caring and collaborative colleague.

- **Aja Bridgewater**

I have worked under Kelly around a total of 3 years now and she is the most understanding, kind, funny, and fair person. She always comes to say hello, and make sure we do not need anything. I am grateful to be working under her! Cheers to many more years!

- **Theresa Sullivan**

I appreciate Kelly so much! In the more recent past we have been able to work together to revamp her service line's performance evaluations and she had such an open mind and cooperative spirit. She is always so kind and friendly. I appreciate her and the work she does to oversee all of support services.

- **Cassie Squillace**

Kelly has been the single most influential leader I've ever worked with! When I joined A&C I could tell immediately that I had found an organization that cared about ME and when I became a leader I knew it was now my responsibility to help others feel valued. Working with Kelly has truly opened my eyes to how being a leader who exemplifies model-worthy character, compassion, loyalty, trust, and commitment all feed into the agency culture of how we take care of our staff! It would be difficult to work with Kelly and NOT feel supported, valued, respected, etc. because she certainly embodies the absolute best of everything Adult & Child stands for! Kelly has dedicated the past 25 years in various roles to the clients and staff at A&C and I know our service line is only as exceptional as we are today due to her leadership and belief in our teams. Thank you so much for all the wisdom and guidance you've provided to our teams and especially the inspiration and kindness you've given me personally!

- **Emily Jones**

Kelly is a legend at A&C. She has been part of so many lives. Kelly has mentored many staff during her years of services. I appreciate our friendship and working relationship. Kelly has an excellent sense of humor and a fun fact: Kelly has a unusual fear of Beavers. Kelly thank you for your years of services at A&C and I look forward to working with you for another 25 years :)

- **Jennifer Disbro**

The job has changed the way she views those impacted by mental health conditions.

"Before, I would have just stayed away. Now I have more compassion," she said. The more she observed and learned, the more appreciation she developed for the work people do and for how much mental health can impact peoples' lives.

When asked about favorite A&C memories, Kelly was quick to lift up her team.

"When support staff won the trophy and were recognized for their hard work. If anything, I've always tried to instill that their job is important. They just do so much."

In fact, a major change in A&C operations happened when Kelly decided to do something about all the work she saw her staff undertaking. About 5 years ago, Kelly used the \$250 Idea Innovations fund to create the Call Center.

Calls to A&C previously rang at all the front desks, and call volume at 8320 was particularly dramatic. Using her own staff and the phones they already had, the Call Center was built up at 8404. The Idea Innovations money paid for the new wiring for the phones.

"Making that change was a huge impact on the centers and on client care. They have more attention to give a client," Kelly explained.

That change is just one example of how Kelly has impacted the very fabric and culture of A&C. Ever a champion for the support staff, she's quick to describe how intricate and involved their jobs are. To aid in their onboarding process, she hired a team leader/trainer to spend two weeks with each new hire. She emphasized the importance of supporting them and encouraging them through this process.

"There is so much to learn. We have to know all of it. We have to encourage them that when they start, they're going to hear a lot of information," she said. "You just have to stick with it. Sometimes they get discouraged and you just have to be patient."

Kelly knows her staff works hard, so she strives to add levity to their jobs as well. In an effort to change the morale of the support staff, she created a monthly calendar of different functions, from Popcorn Day, to "Have Fun at Work Day," to Watermelon Day and Donut Day. They even celebrated Ampersand Day by painting ampersands and awarding trophies to winners.

“My personal goal as a director is to make my staff feel like they’re worth something and that they matter. They endure a lot of negativity, but they keep their heads up,” she said. “They stay true to the mission of A&C and they have a lot of compassion for our clients and staff.”

That compassion is a direct result of the care that Kelly herself has poured into her career over the past 25 years. Her impact is evident not only in the creation of the Call Center, but in the culture of Support Services as a whole. The thoughtfulness and compassion she has invested in her team has rippled across the A&C community and will continue to do so as long as we’re lucky enough to have her—and long after that, as well.

Congratulations and thank you for 25 years, Kelly!



Kelly is truly the best supervisor I have EVER worked for! She is kind, infinitely fair and cares so much for her team members. Kelly is fiercely loyal to our clients, and always looks at situations from the lens of making the client experience the best it can possibly be. Beyond her supervisory excellence, she is also the type of person I aspire to be. She truly exemplifies the type of person who deserves respect from those around her. I am so grateful to be on her team and hope to be the type of supervisor and person she is!

- Kim Milburn

I remember when I started working here at A&C and I was having a rough time adjusting to being upfront at 8320. At that time we had found out my mom had four strokes and was hospitalized. Kelly came to me and personally talked to me and told me one step, one day at a time and to just breathe. I had left for lunch that day and came back to my desk with a note and a flower pen in a pot that said “you got this”. I still have the note and the pen to this day. She has always been there when I needed her.

- Samantha Eby-Reel

Kelly is the true definition of what A&C stands for. She always has the well being of her staff in mind and helps us be the best we can so that we can be there for our clients. She has helped me so much since becoming a team lead. She is patient and kind as she guides me. She treats each of us as part of the team.

My staff Chad Hunter said he remembers while training for NextGen he ‘broke’ her laptop and she was nice about it. Tech said he just locked it up but it was a funny experience he had with Kelly and he stated that she very calm and nice about it.

- Samantha Herring

I have known her since around Circa 2007. She was my first Dept Head here at A&C. (I have been here and gone a couple of times and always gravitate back to her department. I worked for her years ago starting out at 8320. I came back and worked for her at 107 on 135 and I am working for her again at 8320.) The reason I like working for Kelly is that she very approachable as a supervisor. She will listen to your take on something, even if she does not agree with it. She tries to work with her employees to resolve issues as they arise. You don't only see Kelly when there is a problem...she is a constant presence. She is very appreciative of her employees and is more than willing to go to bat for them if needed.

- Rhonda Olson

Farewell & Good Luck to **DAN ARENS**

Adult & Child Health has a reputation of celebrating our employees' professional growth – even when that means accepting an opportunity outside of our organization. It is with our sincerest congratulations that we say our goodbyes to one of our own. Dan Arens, Chief Operating Officer, has accepted a Chief Executive Officer (CEO) position at another Community Mental Health Center (CMHC) in Indiana. After almost 15 years in Executive Leadership at A&C, Dan has spent much of his journey here managing our strategic direction, branding, care integration models, operations, and so much more.

Since 2007, Dan has held several titles including starting as the Director of Business Development for 8 years, being promoted to Chief Strategy Officer and Director of Community Health for 4 years, and most recently promoted to Chief Operating Officer for the last 2.5 years. Dan has led many of our organization's achievements including A&C's designation as a Federally Qualified Health Center (FQHC) Look Alike (LAL), implementation of our 340b Pharmacy Program, adoption of a SAMHSA-funded Certified Community Behavioral Health Clinic (CCBHC) model with mobile crisis team, as well as implementation of several new programs through Federal and State grant awards.

Dan's leadership will be missed as well as his close working friendships build over the years. We wish him the absolute best in his newest journey as a CEO.





Did you know that there's a disposable cup shortage? Ongoing supply chain issues and labor shortages have decreased supply while pandemic-related sanitary concerns increased demand. Single-use coffee cups are also an environmental detriment, with the majority of the 16 billion disposable cups used per year ending up in landfills.

Reusable mugs and tumblers are an easy way to reduce waste and show a little personality! If you aren't already, we encourage you to consider using a reusable mug at work or home for your caffeine or other beverage fix.

Here are some of A&C's favorite mugs:



Ali Ayers

Franklin Township SB1



Amanda Chenoweth

Franklin Township SB1



Christine Negendank

CMO



Emily Jones

Support Service Madison

"I have 2 cups I use every day. My coffee goes into the ampersand cup on the right, this was a gift for Admin Professional Day 2022 and the whole service line received one. My water goes into the blue cup on the left; this was a Christmas gift from a member of my team December 2022. The cup says "Chaos Coordinator" and was super funny at the time as we were all preparing for go-live in NextGen in December; I was scrambling to update written processes and lead trainings for our service line. It definitely sometimes felt like managed chaos :)"

Kelly Hutchins



Clinical Operations Support

Mary Fisher



Support Services Management

Mattie Jones

"This is my unique cup my sister made for me!"



Valle Vista

"My Star Wars Tervis collection- I rotate through these every day with my hot and cold coffee as well as Seltzer and regular water."

Matthew Gilliam



Training Center

Natalie Dragan



"Coffee size: Death Star."

Greenwood Child LCSW

Michele Miller



Support Services Central

Samantha Eby-Reel



Support Services Central



"I really love my mug and my coffee."



Sarah Shields



Valle Vista

Tiffanie Barnes



Assertive Community Treatment Team

"This is the best mug!
It's super insulated so it always keeps my bev hot/cold and best of all-- makes me think of my Journey group when it's been a long day."

Tiffany Covele



Marion Cty Wraparound

Will Atkinson



Perry Township SB2

Tina Serrano



Business Development

Tanya Hobbs



Quality Improvement



3.9k Walk & Family Event

ILLUMINATE 2022

SIGN UP!

October 1, 2022
Registration: 6 PM
Walk: 8 PM

The Links at Heartland Crossing

Scan the QR code or visit the link below to learn more!



Illuminate 3.9K Walk & Family Event will be back in 2022! Help create awareness in our community, shine light on the difficult topic of suicide, and stop the stigma associated with mental illness and addiction. The 3.9K route represents the 3,900 people who lose their lives to suicide each month.

<https://supporting.afsp.org/index.cfm?fuseaction=donorDrive.event&eventID=8137>



MENTAL HEALTH MOMENT ROUTINES

**USING CONSISTENCY AND PREDICTABILITY
TO HELP YOUR MENTAL HEALTH**

Hit snooze, or get up right away? Coffee before shower, or shower first? What should I wear? These morning decisions can cause stress. By cutting back on the decisions you have to make early in the day, you can get off to a better start. Make some choices ahead of time by having a routine and a schedule.

Researchers have found links between family routines and children's social skills and academic success. Also, routines are valuable for families during times of crisis. If a parent is ill, for example, children with routines are better able to cope. Family routines can reduce the chances of a child showing symptoms of hyperactivity, impulsiveness, and other behavior disorders. According to one study, low levels of family routine are tied to oppositional defiant disorder, in which children are hostile and resentful. Researchers say that problem behavior is more common among children who don't have consistent morning routines, mealtimes, bedtime, and homework time.

BENEFITS OF ROUTINES

- ✓ They create structure.
- ✓ They give us a sense of accomplishment.
- ✓ They let us know how we are doing, whether we are keeping consistent or "slipping".
- ✓ They let people around us know how we are doing.
- ✓ They maintain better stress levels.
- ✓ Routines lead to better sleep.
- ✓ Setting aside time for eating and exercising can lead to better overall health.
- ✓ Good example-setting will encourage others to try a routine.

Thank you to Will Atkinson for this month's article!

Sources: <https://www.headspace.com/articles/the-secret-benefit-of-routines-it-wont-surprise-you>
<https://www.brainyquote.com/topics/routine-quotes> <https://believeperform.com/product/how-to-incorporate-mental-health-into-your-daily-routine/>
<https://nytherapy.com/therapists-nyc-blog/the-mental-health-benefits-of-having-a-daily-routine/>
<https://www.webmd.com/mental-health/psychological-benefits-of-routine>
<https://www.nm.org/healthbeat/healthy-tips/health-benefits-of-having-a>

FAST FACTS



When it comes to diet, sleep, and exercise, having good, strong routines is linked to improved mental and physical health.



People with more daily routines have lower levels of distress when facing problems with their health or negative life events.



It takes an average of 66 days for a behavior to become automatic (a habit), but for some people it can take as long as 8 1/2 months. Don't give up!

Get to know **the** **BOARD OF DIRECTORS**
COLLEEN GORE

What is your background?

I am a social worker who has been working with at-risk and marginalized women and families for almost 30 years, as well as an adjunct social work professor. I have worked significantly in child welfare and with those experiencing homelessness and addiction. I am also an adoptive parent of a sibling group of three that we adopted from foster care, all of whom are coping with mental health diagnoses.

What's an interesting or fun fact about you?

I love to hike and keep my boots in the car just in case the opportunity arises to get a hike in!

How long have you been a BOD member with A&C?

I have been a Board member since 2021.

What made you join the BOD at A&C?

I am an A&C fan! I have worked collaboratively with A&C off and on through out my career and most recently for the last decade plus serving those with housing instability. I have consistently found A&C to be innovative, collaborative and mission driven. When the opportunity to serve the A&C team arose, I jumped at the opportunity.

How does the A&C mission resonate with you?

I changed my answer to this question twice from the easy answer to the heart answer... Professionally, I sincerely appreciate the client-centered or perhaps better said PERSON-centered care grounded in the innovative application of best practice. That being said, my heart tug towards A&C is more personal. One of my sons is on the Autism Spectrum and was diagnosed with early onset Schizophrenia over a decade ago. Another





one of my beautiful boys struggles with addiction and homelessness. As a Mom, I am PASSIONATE about their ability to access quality care when they need it. I am equally passionate about EVERYONE's ability to do that, especially those who do not have the financial means or social resources (read: social worker mom to advocate like bull in china shop on their behalf) to access care.

What's your vision for A&C in the next 5 years? 10 years?

My vision is simply that A&C consistently strives to be a dynamic community asset that continues to learn and adjusts practice behaviors to reflect the best of that new information. Those in our community deserve nothing less than the ABSOLUTE best we can provide.

If you could tell the staff at A&C one thing or give them one piece of encouragement or advice, what would you like them to know?

THANK YOU! The work is hard and sometimes without immediate rewards but the impact is huge! Every person in every role is vital to ensure that excellence is obtained. You are seen and appreciated and you have my personal gratitude.

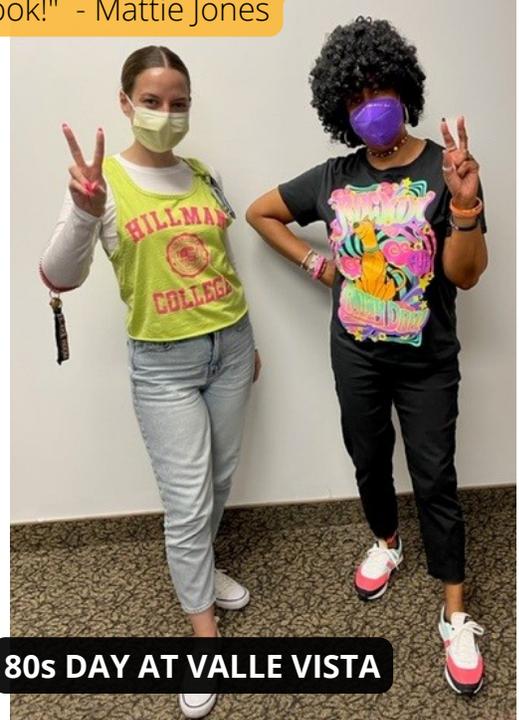
HERE'S WHAT YOU'VE BEEN UP TO...



SCHOOL-BASED SUMMER FUN

"Aby and I have made it a priority this summer to visit our school based teams in all locations we service." - Liz Stern

"This is the Director of RTC at Valle Vista Ms. Elizabeth and I in our 80s look!" - Mattie Jones



80s DAY AT VALLE VISTA

HERE'S WHAT YOU'VE BEEN UP TO...

ADMINISTERING NO-COST HEALTH SCREENINGS



SHARE EVENT WITH PERRY TOWNSHIP



SERVICES SPOTLIGHT

Support Services

Join Matt Gilliam, Specialist Trainer with the training team, as he chats with Kelly Chambers, Director of Support Services.

Learn more about the team's role as the first point of contact for our clients, check-ins and check-outs, confirmation calls, new patient registrations, scheduling, client outreach, and so much more.

Click below to watch!

SUPPORT SERVICES



"We pride ourselves on being exceptionally well-organized and trained on processes that every staff can complete at any one of our locations. We intentionally want our clients and staff to experience the same level of care and attention no matter where they work."

- Kelly Chambers



Support Services Ampersand Day Contest

NEWS & UPDATES

NHCW CONTINUES

Be sure to keep up-to-date on your emails this week for National Health Center Week trivia and staff raffles!

Congratulations to the raffle winners so far...

Monday: **Stephanie Gumerson**

Tuesday: **Patricia Hattabaugh**

You also won't want to miss a special Lunch & Learn on 8/10 at 12 PM, presented by **Dr. Joe Banks** and **Dr. Christine Negendank**.

We hope our staff and clients have been enjoying visits from our friends at Paws and Think this week!



LUNCH LEARN

Lunch & Learns are held on the second Wednesday of each month from 12 to 1 PM. Upcoming topics are currently scheduled as follows:

August - FQHC Clinics and Integrated Care at A&C

September - Trauma

October - Acceptance and Commitment in Practice

If you have an idea for a topic or would like to present, please reach out to **Dr. Dynlacht** or **Dr. Hutchins**.

WE WANT TO HEAR FROM YOU!

Our people are what make A&C great. Let's get to know each other! Share your announcements, shout outs, stories, fun facts, and more. Send anything you'd like to share to cporter@adultandchild.org.