



PORTER  
STARKE  
SERVICES  
*Health • Balance • Hope*

2023 ANNUAL REPORT

# Bridging the GAP

Elevating Mental Health in Northwest Indiana

# Leading with Purpose

## Porter-Starke Services 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

**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

**Susan Kelly-Johnson**  
**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

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

**Robert Bryant**  
Financial Advisor, Edward Jones

**Jeanne Ann Cannon, LCSW**  
Private Practice Clinical  
Therapist & Life Coach

**Judith Jelinek**  
Community Volunteer

**Ethan Lowe**  
Attorney

**Mary Beth Schultz**  
Retired President & CEO, The Caring Place

**Chad Nally**  
Attorney  
Burke Costanza & Carberry, LLP

## Porter-Starke Services Foundation Board of Directors

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

**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

**Chad Nally**  
Attorney  
Burke Costanza & Carberry, LLP

**Nancy Scannell, PCC, MA, MS**  
Executive Coach

**Otto Shragal**  
Attorney/Owner, Allen Law Group



Porter-Starke Services has a rich history in the community and is highly respected, admired, and well known for quality care. The board of directors is made up of a diverse group of people. The staff members reported feeling like they work in an environment that reflects genuine care for the persons served and the desire to help the persons served be successful in treatment. The staff members reported feeling supported by management and clinical supervisors, and they work as a team.

- CARF three-year Accreditation Report, 2023

## Our Mission

Porter-Starke Services is dedicated to enhancing the quality of life in our community through prevention, treatment, education, and research.

# Growing Healthcare in Northwest Indiana

## Letter from the CEO

Friends of Porter-Starke Services,

It has been quite a year of growth and expansion for Porter-Starke Services. A year ago, we were still awaiting site plan approval from the State for the expansion of Marram Health Center in Hebron; today, construction is nearly complete, and we are getting ready for patients to enter a facility over twice the size as the original. A year ago, our new Marram office at Porter-Starke's Portage location was just finishing up construction; after opening last October, we have already seen hundreds of patients receive care there, connecting our population to the full spectrum of behavioral health and primary care services co-located at our Portage office. Last September, we also completed a new renovation of additional space at Marram in Gary, allowing more medical/clinical space, offices, and meeting areas. A year ago, we were in the process of finalizing floor plans and evaluating contractor bids to relocate our Recovery Center Valparaiso office to a larger building space. After opening on June 1, 2023, Recovery Center is fully settled in and operational at 2507 Cumberland Drive with expanded services, staff, space, and parking.

None of these projects could have been accomplished without the incredible staff and teamwork throughout the organization. Staff continually have gone above and beyond to make sure that we stay on track with our timelines and provide our clients with the best experience possible. We have managed to grow our staff even through these challenging times for hiring, thanks not only to competitive wages and benefits, but to the culture of compassion and integrity that defines Porter-Starke Services.

We have also been bolstered by an unprecedented amount of grant support over this past year to help us "bridge the gap," particularly through new major, multi-year grant initiatives for Mobile Crisis, Crisis Stabilization, and Certified Community Behavioral Health Clinics (CCBHC) totaling over \$12 million, plus nearly \$1 million from a Porter County ARPA grant to support the build-outs and renovations needed to support these services. In addition, we received a new grant from Housing and Urban Development (HUD) through the Indiana Community Housing and Development Authority to help establish permanent supportive housing in Starke County.

As needs continue to rise, the focus and attention on mental health throughout Indiana and the nation has never been greater. The Indiana General Assembly's passage of SB1 brought with it not only an additional \$100 million investment in mental health over the next two years, but the promise for positive system change as we look to transition to the CCBHC model throughout all of Indiana and implement a robust, statewide 988 response system.

Fortunately, with our experience, grant support, and commitment to quality services for our clients, Porter-Starke Services is well-positioned to deliver results on any system changes within behavioral healthcare. In line with our three-year strategic plan, we will continue to deliver *Health, Balance, and Hope* to all those we serve.

Sincerely,



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



## Our Vision

Inspiring people to advance the health, balance, and hope of our community.

## Serving You **Better**

At Porter-Starke Services, we believe that everyone deserves access to mental health services and substance use treatment. We use our resources strategically and creatively to help grow our locations, staff, and services so that more people can receive the care they need.

By investing our resources, training our staff in evidence-based practices, and fostering a compassionate and inclusive environment, we aspire to make a lasting impact on the lives of countless individuals and families who trust us with their care.

**18,827**  
**INDIVIDUALS**  
**SERVED IN 2023**

## Meeting the Needs of the Community

Whether someone is seeking services for depression and anxiety, attending a presentation or training led by our team, or getting a flu shot or exam at one of our primary care locations, we aim to support the health of our community every step of the way. Our array of services ensures that people seeking care are surrounded with the individualized treatment and support to help them to live fully again.

## We Provide

### MENTAL HEALTH SERVICES

- Individual Therapy
- Group Therapy
- Family Therapy
- Couples Therapy
- Medication Management
- Psychiatric Evaluation & Diagnosis
- Psychological Testing

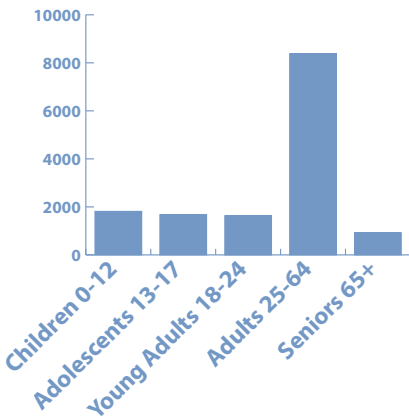
### SUBSTANCE USE TREATMENT

- Individual Therapy
- Group Therapy
- Family Therapy
- Intensive Outpatient Treatment
- Medication-Assisted Treatment
- Recovery Center
- Peer Recovery & Support
- Tobacco Cessation

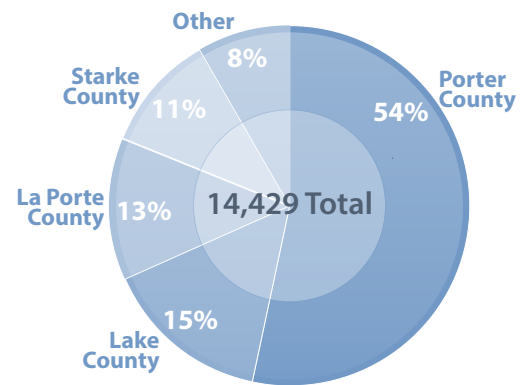
### CRISIS CARE

- Crisis Center IN PROGRESS
- Inpatient Care Center
- Mobile Crisis
- Emergency Services & Admissions Team

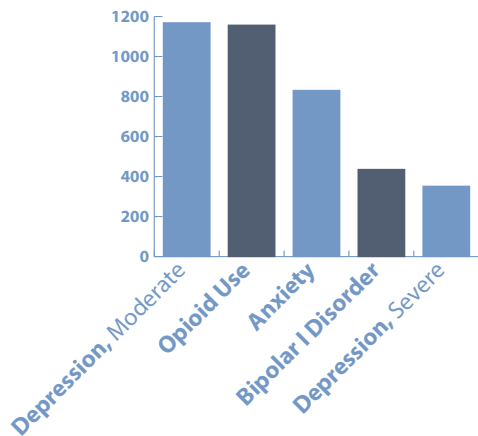
## AGES SERVED



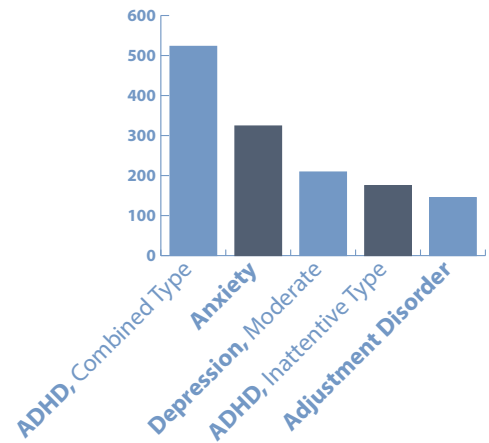
## PEOPLE SERVED BY COUNTY



## TOP FIVE DIAGNOSES IN ADULTS



## TOP FIVE DIAGNOSES IN YOUTH



**SERVING** Adults · Families · Adolescents · Children

### PRIMARY HEALTHCARE

- Family Practice
- Pediatric Care
- Women's Health
- Dental Care
- Behavioral Health
- Chiropractic Care
- Support Services

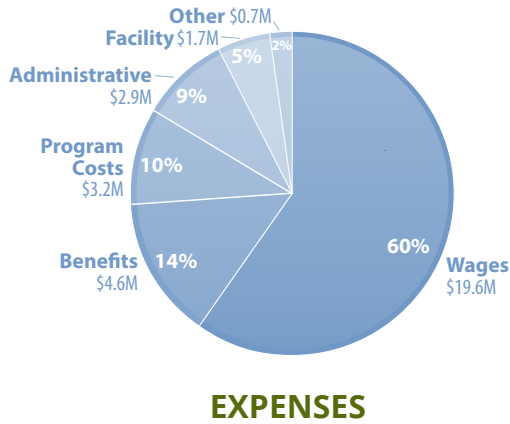
### COMMUNITY-BASED SERVICES

- Adult & Child Case Management
- Home-Based Therapy
- Supervised Living
- Supported Housing
- School-Based Services
- Skills Training

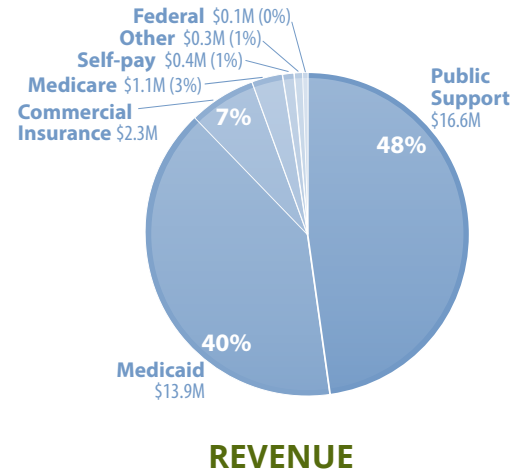
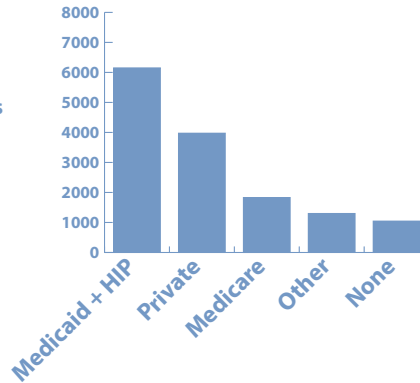
### EDUCATION & ENGAGEMENT

- Beyond Boundaries
- Employee Assistance Program
- Public Health Education
- Prevention & Education
- Resources
- Community Speakers
- Clinical Training

# 2023 by the Numbers



## INSURANCE SOURCE



A CARF Three-Year Accreditation was issued to Porter-Starke Services for the following programs and services:

**Case Management/Services Coordination:** Mental Health (Adults)

**Case Management/Services Coordination:** Mental Health (Children and Adolescents)

**Community Housing:** Mental Health (Adults)

**Day Treatment:** Mental Health (Adults)

**Inpatient Treatment:** Mental Health (Adults)

**Integrated Behavioral Health/Primary Care:** Comprehensive Care (Adults)

**Outpatient Treatment:** Mental Health (Adults)

**Outpatient Treatment:** Mental Health (Children and Adolescents)

**Outpatient Treatment:** Substance Use Disorders/Addictions (Adults)

**Outpatient Treatment:** Substance Use Disorders/Addictions (Children and Adolescents)

**Prevention:** Mental Health (Adults)

**Prevention:** Mental Health (Children and Adolescents)

# Bridging the Gap

As Indiana takes meaningful steps to transform the statewide mental health system, we have secured numerous grants to elevate and enhance the services we provide. This proactive approach has helped us to expand peer support, behavioral and physical healthcare integration, and crisis care. Alongside county and local sources, this additional revenue has also helped to bridge the gap in funding as the State works toward dedicating permanent resources for these important services for our clients and community.

## Porter-Starke Services Positioned for Extensive Growth in 2023



Opened Marram Health Center inside of the Portage office of Porter-Starke Services.



Received a grant and initiated planning for a permanent supportive housing project in Starke County to address homelessness that can arise from mental health and/or substance use challenges.

Relocated the Recovery Center Valparaiso office to 2507 Cumberland, expanding medication-assisted treatment.

Began preparations for a Crisis Center set to launch in late 2023, which will act as an initial point of contact for people in crisis.



Expanded our Marram Health Center office in Hebron to more than double in size. This includes space and equipment to provide dental care, a new service soon to be offered in the Hebron office.

Introduced our Mobile Crisis Team to assist with mental health crises and emergencies.



Porter-Starke Services Enhances  
**CRISIS CARE**  
FOR MENTAL HEALTH EMERGENCIES



# Responding to Crises in our Community

At Porter-Starke Services, we have recently expanded and enhanced our services with the addition of a Mobile Crisis Team. This specialized group of professionals provides immediate on-site intervention for those experiencing a mental health emergency. If it is determined that the person needs a higher level of treatment, they may be admitted to the Inpatient Care Center, our 16-bed psychiatric inpatient hospital, for short-term observation and treatment.

In the past year, we have also laid the groundwork for our new Crisis Center. This service will include a stabilization unit that can serve up to nine people, including families, needing short-term (less than 24-hour) crisis stabilization, but do not require traditional inpatient services. Here, they may receive psychiatric services, peer and crisis support, and therapy or medical care, before being referred to outpatient or other community support services.

The onset of a crisis may occur suddenly without warning or build slowly over a long period of time. No matter the cause, a person in crisis needs immediate and careful attention.

Members of the Porter-Starke Services Mobile Crisis Team (pictured) responded to numerous mental health emergencies in the community this past year. Our case managers and peer recovery specialists traveled to meet with people in crisis to assess the situation, offer support, and connect them with needed care and/or social services. Responding to people directly in the community can help to de-escalate situations, build rapport, and often avoid medically unnecessary hospital visits or legal charges. Our Mobile Crisis Team is part of a statewide initiative to improve the way we care for people experiencing a mental health emergency.



*Mobile Crisis Team members pictured (left-right): Megan Johnston, Mobile Crisis Coordinator; Sandra White, Case Manager; Lori Coppinger, Recovery Specialist; and Samantha Lawson, Peer Recovery Coach.*

Porter-Starke Services

## Mobile Crisis Team

Call 219.531.3500

# RECOVERY CENTER

Valparaiso

PORTER  
STARKE  
SERVICES  
*Health · Balance · Hope*

2507 Cumberland Drive

## Expanding Treatment for Opioid Use

“We offer hope to those society frequently disrespects, providing support and understanding to a population that others have abandoned.”

Recovery Center serves as a secure and nurturing place, bringing hope, healing, and second chances.”

Richard Cook  
Director, Recovery Center

Our Recovery Centers in Valparaiso and La Porte offer medication-assisted treatment for adults (18+) with opioid use disorder. This service combines methadone treatment with therapy to help people on their journey to recovery.

This summer, Porter-Starke Services relocated the Recovery Center in Valparaiso to an improved space for services. The new location offers three dosing windows that improve service flow, expanded areas for therapeutic services, a larger lobby, and more parking. These improvements help us meet the growing need and increased demand for this life-changing care.



Within the community, we continue to educate people about the countless benefits of medication-assisted treatment. Our staff participated in a number of panel discussions, presentations, and

events throughout the year, including the Early Rise for Recovery Indiana Symposium hosted by the Division of Mental Health & Addiction. Our peer recovery coaches (pictured) shared about their experience working at Recovery Center and how they help people in the recovery process. This unique relationship is grounded in trust, and focused on providing the person in recovery with tools, resources, and support.

# Transforming Lives Through Supportive Housing in Starke County



People receiving treatment for mental health challenges make better progress toward healing when they live in stable housing, eat healthy and nutritious foods, and have access to economic opportunities.

In an effort to surround more people with these types of support, Porter-Starke Services was awarded a Rural Set-Aside grant from the U.S. Department of Housing and Urban Development (pictured) to help residents of Starke County living with a serious mental illness or substance use disorder.

This marks the county's first supportive housing program, making private rental units available throughout the community, and assisting with other essential needs like food, transportation, and furnishings. The program covers rent expenses, and also supports a comprehensive array of other services, including mental healthcare, substance use treatment, case management, and access to primary care physicians.

“To solve homelessness, we must recognize and confront the injustices that have led people to their circumstances and provide help to those who need it the most. Most importantly, we need to treat everyone with dignity and respect no matter what their circumstances are. I look forward to seeing the work that will be done here, and I can't wait to report back about the success.”

- Diane M. Shelley, Midwest Regional Administrator of HUD, shared with members of Porter-Starke Services staff and the Board of Directors during the Rural Set-Aside Grant presentation at a special press conference and round table discussion about the challenges that many community members face on a daily basis.



# Marram Health Center

Your partner in total health.



## Treating the **Whole Person**

Marram Health Center is a Federally Qualified Health Center (FQHC) operated by Porter-Starke Services since 2015.

This past year, Marram expanded services, grew our staff, and added a new location, all while connecting to our community through presentations, on-site services, and other public health initiatives.

### Growing to Improve Overall Health

Expanded Gary office space to grow services and meeting areas.

Currently expanding the Hebron office to more than double in size.

Opened a new center within the Porter-Starke Services Portage office.

Expanded dental services with the addition of a full-time dentist.

Added new providers to better serve the community's needs, including two nurse practitioners and a therapist.

Promoted expanded dental services to local homeless shelters and area schools.

Provided exams and encouraged immunizations through annual back-to-school events and backpack giveaway.



#### Continued Outreach

John Elsasser, MS, LCSW, a Behavioral Health Consultant with Marram, presents to the Winfield Police Department through a collaboration to train officers on the signs and symptoms of mental health issues. Officers can often be the first point of contact for someone experiencing a mental health challenge.



#### Ongoing Service to the Community

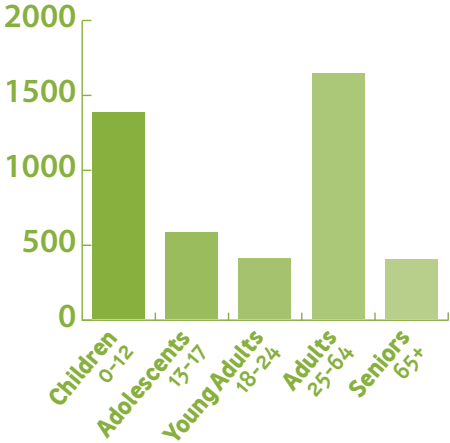
Dr. J. Timothy Ames, Medical Director of Marram Health Center, received a 2023 NWI Area Health Education Center (AHEC) Outstanding Preceptor award for his work teaching and leading local students pursuing careers in healthcare.

We Provide

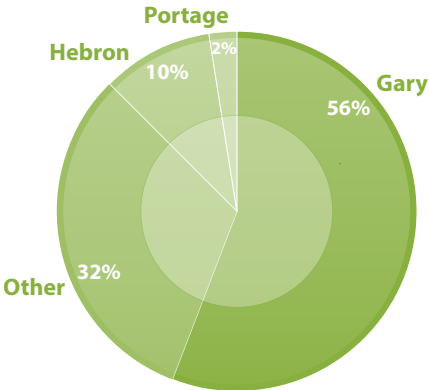
Family Practice · Pediatric Care · Women's Health

# Providing Quality Healthcare for All

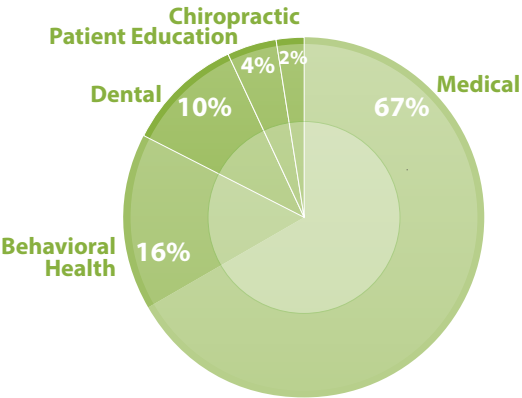
**AGES SERVED**



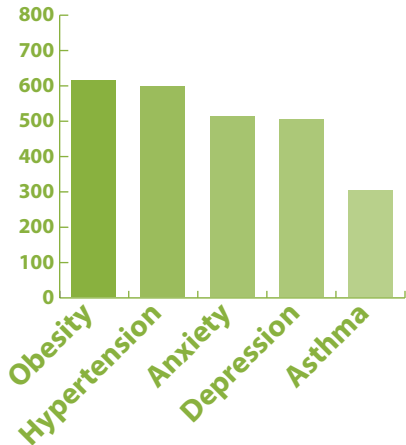
**PEOPLE SERVED**



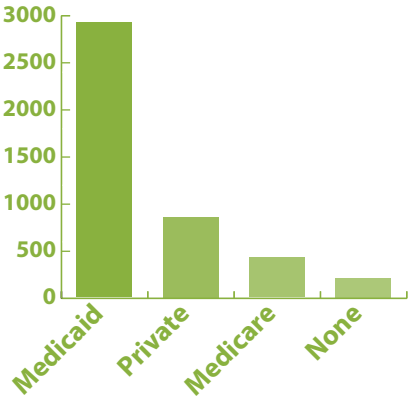
**SERVICES PROVIDED**



**TOP 5 DIAGNOSES**



**INSURANCE SOURCE**



**4,398 Served**  
**17,124 Visits**





# Making an Impact on the Health of Our Community

The Porter-Starke Services Foundation plays a crucial role in enhancing the lives of those we serve. Since 1983, the Foundation has been a trusted pillar of our community, offering support for the mental health and wellness services provided by Porter-Starke Services. Generous gifts to our Foundation allow us to support our community members in meeting essential needs, such as food, shelter, and services.

## How Gifts Change Lives

### Promoting a Healthy Start

For many people, healthcare costs can serve as a barrier for ongoing care. Through the support of our Foundation, Marram Health Center is able to offer essential supplies, including diabetic test strips, hygiene kits, free pregnancy testing, and infant necessities as part of our prenatal care program.

### Personalizing Health & Wellness

Mental and physical health are interconnected. Often, people living with chronic or severe mental health conditions face an elevated risk of developing lifelong physical ailments. Our Foundation plays a pivotal role, enabling us to offer programs that educate, support, and promote healthy living practices that can improve the mental and physical health connection.

### Offering Stability During Recovery

The Women's Recovery Home of Porter-Starke Services, located within The Caring Place, provides a nurturing and stable sober living environment where women can receive the support needed for their care and recovery. Our Foundation helps to support this program and the women and children who rely on it.





## Nurturing the Best in Kids

The Beyond Boundaries Challenge Course provides teams with an outdoor low-ropes course, fostering creativity in problem-solving through exciting group challenges. Our Foundation helps to ensure that more children can experience the course where they engage in teamwork, boost self-assurance, and build stronger personal bonds.

## Providing Food & Resources

The costs of daily living can be a financial burden for many people. Our Foundation plays a vital role in alleviating these expenses by supporting the Marram Health Center food pantry. This resource ensures that our patients have access to essential items at no cost, such as non-perishable foods, cleaning supplies, and holiday necessities.

## Helping with Transportation

It can be difficult to maintain good health if you don't have a way to get to your doctor or therapist appointments. Our Foundation supports access to healthcare services by providing bus passes and gas cards to overcome this barrier.

## DID YOU KNOW?

Since 2010, the Porter-Starke Services Foundation has hosted the Valparaiso Turkey Trot 5K on Thanksgiving Day.

All event proceeds benefit the behavioral and physical healthcare services provided throughout the year by Porter-Starke Services, including our Marram Health Center. As the largest running event in the Region, we are grateful for our community's enthusiasm and support of health and wellness!





**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

**PORTER  
STARKE**  
SERVICES

*Health • Balance • Hope*

[porterstarke.org](http://porterstarke.org)