



Swanson Center

BIG *STEPS.*
BIGGER
CHANGES.

2018

ANNUAL REPORT

A LETTER FROM THE PRESIDENT & EXECUTIVE



IMPROVING LIVES...ONE PERSON AT A TIME.

MISSION

Swanson Center's compassionate staff is dedicated to improving lives by providing comprehensive, expert mental health and addiction services.

VISION

Swanson Center recognizes the importance of health on mental health outcomes and recovery from addiction.

We strive to provide comprehensive, integrated care by practicing high-quality behavioral health in collaboration with our community health partners.

VALUES

Evidence-based practices form the basis of quality, person-centered clinical care.

Organizational decisions are informed by data-driven approaches.

High-quality staff, produce high-quality outcomes.

DEAR FRIENDS,

So often, we hear that change is scary. At Swanson Center, change is what we do. We keep growing and changing to better address the complex behavioral health challenges facing our community. This past year was no exception. 2018 was an opportunity for Swanson Center to take big steps forward in meeting the behavioral health needs of LaPorte County.

- With the promotion of Dan Peck as the new Executive Director/CEO, the Center took extra care to ensure that this change in leadership was a seamless transition, preserving the continuity and quality of care for clients. Dan is grateful for the opportunity to be a part of such a compassionate team!
- In August, Dr. Donna Bard, Psy.D., HSPP, began her tenure as the new Chief of Clinical Operations at Swanson Center. Welcome, Donna!
- By successfully overcoming the barriers of cost, transportation, and availability, Swanson Center was able to assist nearly 70 individuals with gaining access to needed inpatient detox/residential treatment through Detox Now. There is no doubt this program has saved lives!
- This month, Swanson Center positioned itself to better meet the psychiatric needs of this community with the addition of Dr. Geetha Dhathrecharan, M.D. Dr. Dhathrecharan is board-certified in general psychiatry and brings several years of community mental health experience to the Center. We are so excited to have Dr. Dhathrecharan join us!
- For years, we have heard the frustrations of the community over how long it would take to schedule an initial appointment at Swanson Center. The community spoke – we listened. Through implementing the practice of offering “open access,” we have reduced the average length of time from initial call to intake by over 25 days – a 76% improvement in timely access!
- Finally, and perhaps most importantly, Swanson Center finished the 2018 fiscal year with a positive margin, marking the 6th consecutive year of strong financial performance! In a time when it is projected that nearly one-third of Indiana's Community Mental Health Centers will finish the year with a financial loss, Swanson Center strengthened its financial position, fortifying its place as LaPorte County's mental health resource.

As we move into 2019, Swanson Center prepares for even bigger changes as we celebrate our golden anniversary by:

- Assisting twice as many individuals through Detox Now – Year 2
- Growing our integrated care programming in primary care clinics
- Expanding its capacity to serve more individuals and families
- Offering a professional speaker's bureau/expanded social media presence
- Forming a charitable foundation

EXECUTIVE DIRECTOR/CEO

Since 1969, Swanson Center has taken big steps in fulfilling our mission. Through the never-tiring efforts of our staff and Board of Directors, Swanson Center is ready to make bigger changes to meet the growing behavioral health needs of LaPorte County and beyond.

Sincerely,



Shaw Friedman
Board President



Dan Peck
Executive Director/CEO

TRANSITION TO A NEW LEADERSHIP TEAM

When CEO Matthew Burden resigned to go to Porter-Starke, Swanson Center was very lucky to have qualified individuals already on staff that could immediately step in so that business ran smoothly. Andy Nielsen, our current Chief Financial Officer (CFO) stepped up as Interim Chief Executive Officer (CEO) and Dan Peck was promoted from Chief Clinical Officer (CCO) to Chief Operating Officer (COO). In _____, Dan Peck was promoted to CEO and Andy Nielsen returned to his position as CFO.

Dan Peck is a seasoned executive in the behavioral health and non-profit industries, with over 20 years of clinical and administrative experience in Indiana, Illinois, and California. He holds a Bachelor's degree in psychology from Indiana University, Bloomington, a Master of Social Work degree from Loyola University Chicago, and is a Licensed Clinical Social Worker in the State of Indiana. Dan has worked at every level of the community mental health spectrum, including Mental Health Tech, Case Manager, Therapist, and several management positions.

He has previously served as Vice President of Child & Adolescent Intensive Services, Vice President of Systems Administration, and Vice President of Organizational Advancement at Oaklawn; Executive Director of Regional Services & Special Projects at Madison Center; and Executive Director of the Boys & Girls Clubs of St. Joseph County. Prior to serving as CEO, he was the Chief Clinical and Operating Officer at Swanson Center, where he was responsible for the development, delivery, and effectiveness of the clinical services provided to 4,000 individuals annually.

SWANSON CENTER BOARD OF DIRECTORS

T. Linda Cathcart

Shaw Friedman, President

Willie Milsap, Secretary/Treasurer

John Pappas, Vice President

Michael Sandy

Nancy Vale

Lynn Waters

Mark Yagelski

Guy DiMartino, Board Attorney

INTRODUCING OUR NEW BOARD MEMBER



NANCY VALE

I have been a teacher for the last 25 years. Currently I teach fourth grade in the South Bend

School Corporation. My husband and I have lived in the Michiana area since 2000, and he was assigned to the La Porte United Methodist Church in 2016. We have three grown children, a dog, a cat, and several backyard chickens. I enjoy gardening and reading.



35 YEARS
Shaw Friedman



La Porte attorney Shaw Friedman views his board service with Swanson Center "as a labor of love" and says he's "enormously proud of the fact that we've kept an independent, locally operated community mental health center in business serving the community for 49 years and counting." When Shaw Friedman first came to Swanson Center in 1983 and became a Board member, he was in his third year of law school at the University of Notre Dame. Shaw is the third generation in his family involved in La Porte County community mental health as his late grandfather Charles Shapiro started the fore-runner to Swanson Center, and his father, a retired retailer, Sanford Friedman was a Swanson Center board member as well. Shaw has a law practice based in La Porte that focuses on plaintiffs' employment rights, utility law and governmental litigation. He and his wife Greta, a Superior Court Magistrate, have two children.

29 YEARS
Paul Przybylinski



Paul is a retired Steelworker and served three terms on the Michigan City Common Council representing the 2nd Ward. He and his wife, Cynthia have two children, Nathan and Gabrielle.

17 YEARS
Richard Troth



Richard is a retired postal worker who now lives in Indianapolis.

14 YEARS
Maxine Schwartz



Maxine is retired and enjoying time with her daughters and grandchildren.

10 YEARS
Mark Yagelski



Mark is 59 years old, born and raised in Michigan City. I am married to Laurie Wiencek Yagelski for 36 years. We have 2 children Jessica who is a Architect and lives in Florida, and Jason who is a Long Beach Police officer. I have worked 41 years as a Supervisor at ArcelorMittal Steel. I have been a LaPorte County Councilman for 16 years. I also have been on the South Shore (NICTD) Railroad board of Directors for 16 years, and on the Swanson Board of Directors for 10 years. I belong to numerous Social clubs and love volunteering and helping others.

5 YEARS
Michael Sandy



Mike has served on the Swanson Center Board of Directors for 5 years. He worked at NIPSCO for 42 years, where he was a USWA Union Officer. In addition to serving on Swanson Center's Board of Directors, Mr. Sandy is also a member of the La Porte County Board of Health, and has been for 30 years. Mike is a USMC Veteran, and served in two tours in Vietnam from 1967-1969. Retired now, Mike enjoys spending time wintering in Florida.

30 YEARS
Angel Hazelett



I started working a Gary Community Mental Health center in 1982 to May 1988 as an Certified Occupational Therapist . In June of 1988 I joined the Swanson Center team as an O.T. group leader, and case manager. I enjoy serving and giving others encouraging words.

20 YEARS
Sheryl Warren



Warren began her career at Swanson Center in 1998, as an adult case manager. Since then, Sheryl has worked in several different departments, including Child & Adolescent, Medical Services, and as a Hospital Liaison. Her many years of experience across different departments, has prepared Sheryl for her current position as Director of Staff Development, where she trains all new hires, and plans continuing education opportunities for current staff. Under Sheryl's tutelage, new hires become acquainted with the Center's practices, and acclimate to their individual job duties faster, and more proficiently, which in turn, benefits the clients and community as a whole. In her spare time, Sheryl enjoys tie-dying anything that won't move, gardening,

EMPLOYEE TENURE

and spending leisure time with her family. Moving forward, Sheryl wants to continue to assist staff members with the tools they need to provide the best services they can, to the citizens of La Porte County.

15 YEARS Glenn Silver



Silver started at the Swanson Center in February of 2003. Currently, he serves as a case manager for Community Support Services, where he helps individuals with severe and chronic mental illness live as independently as possible. He has also worked in the Swanson Center's Passages Program for substance abuse. In this capacity, he did intakes, lead groups and met with clients one on one, mainly with people who were court ordered for substance related challenges. He obtained his undergraduate in psychology from the University of the South, his first master's in religious studies from Villanova University, and is currently working on his Master's in Social Work from Indiana University. Glenn is devoted to a person-centered approach to client care and also favors using skills from Dialectic Behavior Therapy. He is an advocate for administrative efficiency to allow more resources to be devoted to clients. In his home life, he loves animals and nature, with three dogs,

a cat, and a back yard flanked by Deep River. He can talk endlessly about the hidden life of trees, and is supported by Alycia, his long term girlfriend, who, in addition to being a wonderful life partner, is also an accomplished yoga teacher.

15 YEARS Birgit Synder-Priest



I am happily married to my husband Bob, have 3 married daughters and 8 grandchildren. I have been employed with Swanson Center for 15 years, working at different sites. I originally started at Pathways (until we closed it), moved on to Southwind and then finally Shorewood. In my spare time, I enjoy spending time with my family, reading, playing on the computer and playing with my dog. I have learned a great deal since starting with Swanson and have been able to put knowledge from my previous employment to use (10 years at Westville Corr on the Psych Unit). I enjoy my clients successes and work hard to assist with their progress. When our clients make positive progress, I feel as if I have made a positive change. I hope to be with the Swanson Center for many more years to come. I also want to give a shout out to my great co-workers, who make coming to work on bad days easier.

10 YEARS Barbara Shreve



Barbara has worked for the Swanson Center in the past as an outpatient receptionist, a mental health technician, and a part-time transcriptionist. However, for the past ten years, she has been a fixture in the Accounting and Finance Department working as an Accounts Receivable Specialist. She is responsible for the billing of all commercial insurance claims, posting of payments, as well as verifying coverage and benefits for all commercial insurance clients, and is known for cheerfully answering any related questions from staff or clients.

10 YEARS Nicole Synder



I began working at Swanson shortly after graduating with my bachelor's degree in 2008. I started my employment as a case manager and have moved into different roles throughout the years. I have been able to work toward personal and professional goals while working with this agency, such as graduating with my Master of Social Work degree in 2015. Earlier this year I transitioned into the role as Team Leader of Adult Long Term Care and also continue my duties as a hospital liaison. I am

appreciative of the support and opportunities for growth over the past 10 years. I truly enjoy what I do. My next goal is to obtain my LCSW and to continue to be an active employee in the agency. I have seen a lot of positive changes and growth over my short 10 years here and am excited to see what's to come in the future.

10 YEARS Adrian Woodward



When Adrian first started working at Swanson Center, she was in the Finance Department, and only planned to stay for a few years. Now, 10 years later, Adrian has transitioned to Human Resources, and has no plans to leave the Center. Adrian's HR duties bring her in contact with all the staff at Swanson Center, whom she always greets with a smile, and a genuine willingness to fix any problem, with a goal that people feel better when they leave her office. Adrian wants to empower every staff member to be the best they can be, and says, "Our staff work hard to support the clients and our community, so MY job is to work to support our staff". When not working, Adrian enjoys spending time with her husband, two daughters, and her extended family.

*Employee Tenure
Continued>>*

**5 YEARS
Andy Nielsen**



Andy began his career at Swanson Center in 2013, having worked with

the agency at his previous place of employment, as a consultant. Andy's responsibilities include financial analysis, budgeting, and ascertaining the most efficient ways for Swanson Center to carry out its mission. In addition to his duties as Chief Financial Officer, Andy also handles major repairs and improvements to the various buildings the Center occupies, thus having the second, unofficial title, of, Chief

Financial Facilities Officer, or CFFO. Andy is a graduate of the University of South Carolina, and has a Master's Degree from Carnegie Mellon University. Nielsen is currently enrolled at Purdue University Northwest studying micro-biology and enjoys spending time with his family, quoting Spongebob, and gardening, when he is not crunching numbers.

**5 YEARS
Nichole Semala**



Nichole Semala began working at the Swanson Center

in January of 2013. Prior, she attained her bachelor's degree in psychology from the University of Pittsburgh and worked for a

community mental health center in Allegheny County, Pennsylvania. Nichole started her employment with Swanson Center working for Community Support Services, as a case manager. Her duties included helping adults with severe and persistent mental illness live independently within the community. While working for Swanson Center, she obtained her Master's in Social Work from Indiana University, which lead to her current role as an in-home therapist, court liaison, and BPHC specialist. In her personal life she enjoys spending time with her three children and her husband, Joe.

my husband, James. We moved our family to La Crosse in 2001 from Merrillville. We have 3 children, Lindsey, Megan and JT. We also have a cat named Bruiser and our dog is Trixie. When I am not at working at Swanson Center, I enjoy reading, movies, scrapbooking, yoga and checking off items on my "Bucket List". So far, I have checked off visiting the West Baden Hotel, (which was once listed as the 8th wonder of the world), and The Stanley Hotel (the inspiration for "The Shining"). I am currently planning a trip to the Myrtle's Plantation in Louisiana for next summer.

**5 YEARS
Betty Wonch**



I have been married over 27 years to

RETIREMENT



Judy Spevak

In my more than 30 years at the agency, I have had the opportunity to work in the capacity of a Case Manager, a Clinical Social Worker in Day Treatment as well as Passages, the Program Director of MCOP, and finally a Clinical Social Worker

at first MCOP, and now LPOP. I have enjoyed working here at my second home for several reasons. The Swanson Center supported me when I wanted to earn my MSW, when I wanted to learn to work with various client populations including the more difficult to engage, and when I wanted to practice my love of group therapy. The agency consistently worked with me when I had difficulty balancing client time and paperwork (thanks for the reports, Dan; I always feel like a winner when I have the highest numbers), as well as when I struggled to ask for help with my disability. I have always viewed my Social Work passion as a vocation, not just a career or profession, and certainly more than a job. The Swanson Center has always allowed me to do this work with the people of La Porte County.

IN MEMORIAM



Stephanie Clendenen

Stephanie started out as the Financial Services Coordinator with Swanson Center in March of 2005. In 2014, she became the Accounting Manager.

She received a Bachelor's of Science with an emphasis in Accounting and Supervision in 1992. Before coming to Swanson Center she worked for H&R Block for 11 years and was an Accountant at Teachers Credit Union. In her spare time she enjoyed bowling and taking care of her furry 4-legged kids.

RAY AND LUCY SWANSON COMMUNITY SERVICE AWARD

Nate Loucks

Founder of State Street Community Church & The Pax Center

Hailing from Rolling Prairie, Indiana, he was raised in two very different worlds by a father who was a successful small business owner and entrepreneur and a single mother who raised 4 children on the cusp of poverty. Being rooted in these two unique experiences allowed Nate to cultivate an appreciation for innovation and efficiency with a keen sense of justice for those who struggle.

Nate planted a church in downtown LaPorte with the intention of embodying a just and generous expression of the Christian faith. Not long after moving into the neighborhood, they went to work on engaging the pressing food insecurity issue that plagued the area. With no more than a sign posted in the front lawn, the church began its food pantry by feeding 300 LaPorte County residents in the first month.

Having noticed that hunger was not the only issue having a detrimental impact on LaPorte residents, the church started a weekly community meal. The meal is a three course, freshly-prepared meal that all residents - rich or poor - are invited to attend.

In 2015, a generous community member donated a former bar on Washington Street, a few blocks away from the church. This new space allowed the food pantry to increase their offerings and for the community meals to expand to twice each week. It also provided space for a free community clothes closet and resource center. The church moved their social and community programs and created the Pax Center, a sacred space where those who are marginalized and downtrodden may feel peace (Latin: pax) even for a few moments.

It was also in 2015 that the Pax Center, in partnership with the City of LaPorte, started the Jackson Street Community Garden,



in an effort to help those struggling from food insecurity, to have better access to healthier foods. It features 50 individual and family plots, 40 Kids Garden Club plots, and an area for neighbors to pick free produce.

Nate was approached to take ownership of a condemned former dairy and with a financial partnership from the Healthcare Foundation of LaPorte and other corporate backers, a \$500,000 redevelopment project began in early-2018. The Brighton Street Green Space will have community garden spaces, 2,000 square foot completely remodeled Education Resource Center, an urban

orchard and a park-like setting with a beautiful pergola.

Nate received undergraduate and master degrees from Bethel College in Mishawaka, Indiana. He is the host of the Summer Friends Podcast and the moderator of the monthly live podcast, Discussion Over Dinner (www.discussionoverdinner.com). Nate and his wife, Ema, live in LaPorte. They have three young children.

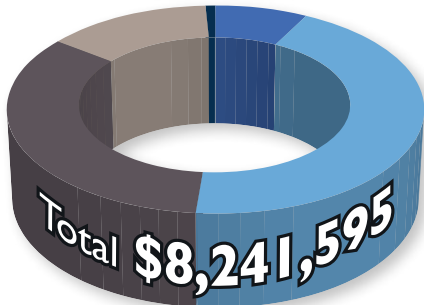


SWANSON CENTER FINANCIALS

2018

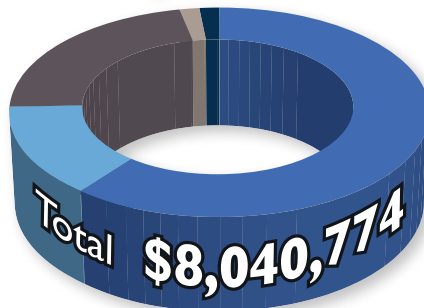
Fiscal Year Ended 2018 FY 7/1/17 - 6/30/18

Revenue



Local/County Support	\$655,744
State/Federal Contracts	\$3,587,858
Fees for Client Services	\$2,793,106
Contracted Programs and Services	\$1,148,209
Contributions and Other Revenue	\$56,678

Expenditures

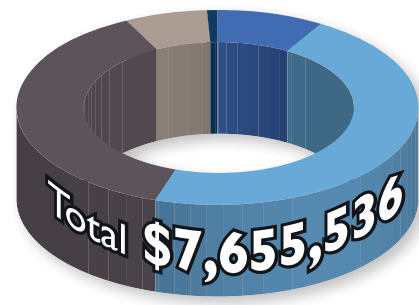


Salaries & Wages	\$4,881,946
Employee Benefits	\$1,115,623
Operating Expenses	\$1,781,639
Purchased Services	\$145,727
Interest, Advertising, Legal Fees, Misc.	\$115,839

2017

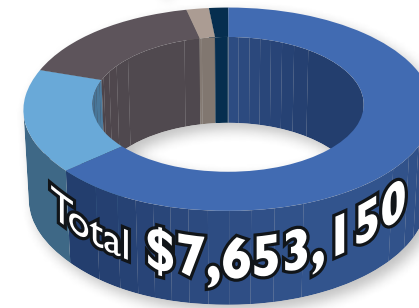
Fiscal Year Ended 2017 FY 7/1/16 - 6/30/17

Revenue



Local/County Support	\$679,119
State/Federal Contracts	\$3,534,984
Fees for Client Services	\$2,884,448
Contracted Programs and Services	\$513,431
Contributions and Other Revenue	\$43,554

Expenditures



Salaries & Wages	\$4,874,064
Employee Benefits	\$1,264,391
Operating Expenses	\$1,244,686
Purchased Services	\$151,732
Interest, Advertising, Legal Fees, Misc.	\$118,277

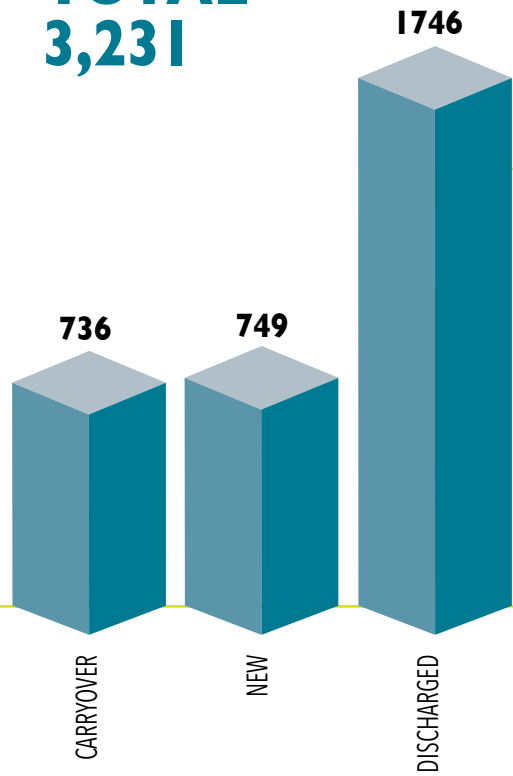


CLIENTS SERVED 2018

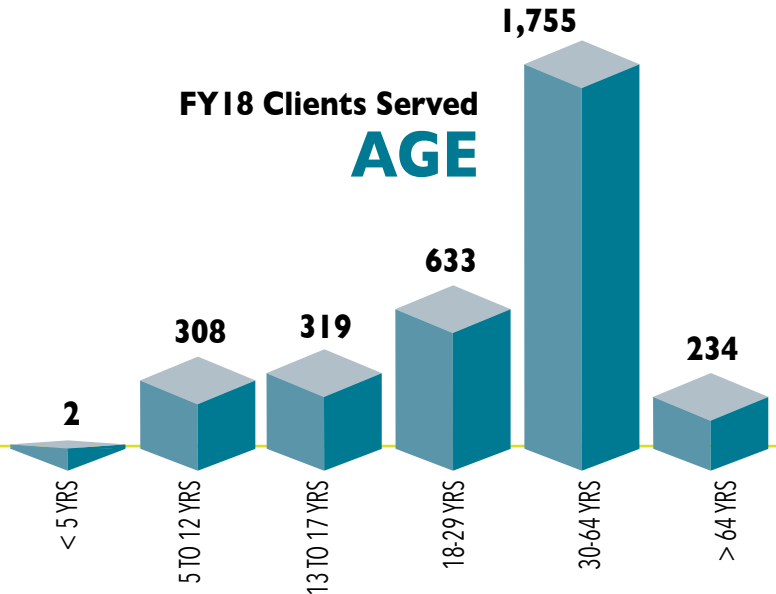
ACTIVITY STATISTICS

FY 7/1/17 - 6/30/18

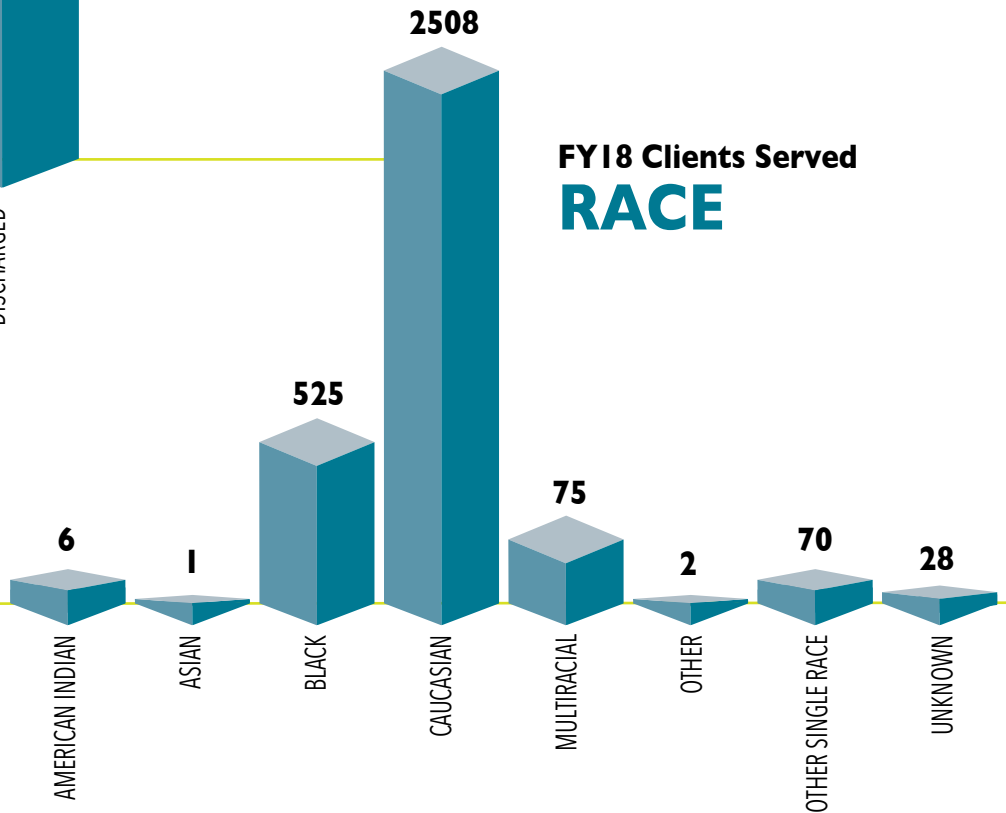
FY18 Clients Served
TOTAL
3,231



FY18 Clients Served
AGE



FY18 Clients Served
RACE





SWANSON CENTER

INTRODUCING DR. DONNA BARD, PSYD, HSPP



We welcome Dr Donna Bard, PsyD, HSPP a long-time LaPorte County resident, who has recently been hired as Swanson Center's Chief Clinical Officer (CCO), she replaces Dan Peck. Previously, she was the Branch Director at Wabash Valley Alliance for the Monticello office in White County.

Her desire to make Swanson Center her career home came about because of the respect she has for the Center and for her to be a voice for mental health in the community where she lives. Dr. Bard felt that it would be a good fit for her to personally grow and to assist the organization as it experienced potential new growth. Program development is a key area that Dr Bard has a passion for and she has expressed the great support that the leadership and her staff have had for new ideas and the lasting changes that will positively affect the community that Swanson Center serves.

OPEN ACCESS CENTER

The newly created Open Access Center provides clients the most efficient route to get the services and effective treatment they need most. As a result, of the soft rollout, new clients wait times to get treatment have gone down from 39 days to 2.5 days. The Open Access Center works off of a basic model to get the process moving:

- Clients are added to the client list
- Clients sign all consent for treatment and financial forms
- Clients meet with a therapist and go through multiple assessments
- A treatment plan is completed with the Client
- Client leaves with an appointment to begin treatment.

Dr. Donna Bard, PsyD, HSPP, CCO is encouraged by the program and the positive effects that the program has in the community, with the staff and at the Center, "With an immediate interview, we can assess what other beneficial services we should include in our clients treatment plans. The staff is empowered to provide immediate care and can feel the impact of their work as the engage and motivate their clients. Swanson Center continues to be the leader in mental health and this new efficiency helps us to more effectively serve our client base."



"The staff is empowered to provide immediate care and can feel the impact of their work as the engage and motivate their clients."

– Dr Donna Bard, PsyD, HSPP

HIGHLIGHTS



DETOX NOW

Swanson Center is addressing the opiate epidemic in LaPorte County by assisting individuals with affordable rehabilitation treatment through the Detox NOW grant awarded by The Healthcare Foundation of LaPorte. During the 2017 grant cycle, approximately 75 individuals were admitted to local treatment facilities.

For the 2018 grant cycle, individuals who are in need of substance abuse treatment can meet with the Detox NOW coordinator at Swanson Center's Michigan City location Monday – Friday to receive a readiness assessment and to discuss options. Following this assessment, the Detox NOW coordinator will assist the individual in linking to a facility suitable for their individual needs and treatment.

The ultimate goal for this grant cycle is to continue to provide substance abuse treatment to La Porte County residents by eliminating barriers that feed the widespread epidemic of opioid crisis.

SWANSON CENTER LOCATIONS



MICHIGAN CITY

1 7224 W 400 N, Michigan City, IN 46360
219.879.4621

Administrative Offices | Adult Long-Term Care
Child and Adolescent Services | Community Support Services
Michigan City Outpatient Services
Passages Addictions Services | Psychiatric Services

SHOREWOOD PLACE

975 South Carrol Avenue • 219.872.2002



LA PORTE

2 1230 State Road 2 West, Suite B, La Porte, IN 46350
219.362.2145

Child and Adolescent Services | Community Support Services
LaPorte Outpatient Services | Passages Addiction Services
Psychiatric Services



ACTIVITY CENTER FOR OLDER ADULTS

3 910 State Street • 219.326.5354

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CHANGES.



Swanson Center

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