



MERIDIAN
Services

Harmony...

Annual Report 2010·2011

*...of whole
person health.*

What's your favorite song?

We all have one. That special tune that takes us somewhere special and energizes us. The right combination of notes, voice and melody creating a synergy of musical bliss... and beautiful harmony!

At Meridian, we're creating the harmony of whole-person health. It's an attention to integrating the physical, mental and social aspects of health to create results that lift the body, mind and spirit. Recognizing the person as a whole, rather than independent parts being treated alone.

Meridian's growing spectrum of programs that specialize in primary medical care, behavioral health and human services are the source for many incredibly uplifting stories. You'll read about just a few of the 10,000 people each year that we help find harmony in their lives.

*"Health... is a state of complete physical, mental and social well-being
and not merely the absence of disease..." - World Health Organization*





Whole Person Health



mental



physical



social



What is Whole Person Health?

Meridian Services recognizes the importance of creating personal harmony. So what does it mean when applied to the field of medicine? Meridian believes it means the future of healthcare.

We often hear about the connection between body and mind...but what if a healthcare provider integrated the two. Not treating one without the other. Understanding the synchronicity of the body and mind? What if they were in concert? The person would achieve a harmony for better healing and recovery.

That's exactly how Meridian Services treats the people it sees. Not as separate 'parts' to be examined individually, but rather as a combination of interdependent elements that work together in harmony. Treating both the body and mind for total well-being.



To provide this higher quality of care, Meridian Services added primary family medical care into its core services by opening MeridianMD. This provides patients a true "medical home" where doctors, nurse practitioners, and counselors coordinate treatments and medications seamlessly to address the full spectrum of one's health.

Surrounding people with coordinated care that integrates physical, mental and social well-being creates a synergy of health services for happier, healthier patients.

"The whole is greater than the sum of its parts." - Aristotle



Child Advocacy Center

Meridian Services' Child Advocacy Center (CAC), located at the Suzanne Gresham Center, conducts child abuse investigations and helps in a child's recovery. Sadly, child abuse remains a serious concern but Meridian Services is devoted to providing support for victims and helping to increase prosecution rates of abusers.

"But I'm telling myself I'll be okay. Even on my weakest days, I get a little bit stronger."

- Sarah Evans
Singer/Entertainer

Erica's story

Erica Graham has long loved country music, but even she wondered if her situation was beyond that of a clichéd, hard-luck country tune. After becoming pregnant her senior year of high school, interrupting her educational and career plans, she became truly despondent years later when, within a relatively short period of time, both of her children fell victim to sexual abuse.

In the first situation with her daughter, the interview took place in a cold, court-like setting that not only got little information from her daughter, but also left Erica with more questions and resulted in no prosecution of the perpetrator.

When Erica later learned of her son's abuse, she knew the previous interview environment would send her shy and reserved son further into a shell. But in the months between Erica's horrifying experiences, Meridian's leadership and the community brought the Child Advocacy Center into existence. The CAC is designed like a park, specifically to be warm and welcoming to a child.

In addition to Erica's son feeling comfortable in giving his testimony, the case resulted in prosecution. The integration of counseling, social services, as well as MeridianMD helped to provide Erica and her son with healing, recovery and strength. Erica developed a keen friendship with Eileen Moore, Program Director of the CAC run by Meridian.

Today, Erica is enrolled at Ivy Tech studying to become a social worker, and will follow in the footsteps of Eileen, her inspiration and hero.

Erica draws comfort and peace from many songs, especially Sara Evans' tune, "A Little Bit Stronger." And despite some incredible circumstances, Erica has found harmony... and her destiny after all.



Eileen Moore
and
Erica
Graham



"Erica is a wonderful mother and inspiration to so many. Her strength and perseverance has been amazing," says Eileen.

Stacy's story

Not only was Stacy Nelson's life without much music, it was without any sounds at all from her kindergarten aged daughter. Allison simply refused to talk at all in school, to anyone, for any reason, and was diagnosed with selective mutism. This condition persisted for months before Stacy was referred by school officials to contact the experts at Meridian.

Meridian's behavioral clinicians came into the Nelson's home and first earned Allison's trust. Then, through a variety of techniques including therapeutic role playing, Allison began talking more at home, and now, just two years later, asks to read in front of the class at every opportunity.

But this is only the first verse of Stacy's song. While observing his younger sister's growing and nurturing relationship with Carrie Anacker, Meridian behavioral clinician, Stacy's oldest son, Corie blurted out, "I need help with my anger!"

Corie had been routinely suspended from school and was lucky to earn Ds in classes. But with his declaration came more help from Meridian. Carrie coordinated care for the Nelsons by including the school and intergrating multiple services to fit the needs of the family.

Today, Corie's earning mostly As and Bs, and the entire family, in the words of Stacy's favorite artist Tim McGraw, is finding their "place in the sun."

*"Someday I'll find a way to shine
Leave all these rainy days behind
I know there's got to be
Some place warm and bright for me
I'm running out of places I can run
Looking for a place in the sun."*

- Tim McGraw
Singer/Entertainer



Home and School-Based Programs

Meridian is unique in the fact it provides many "in the field" programs that help people in their own environment, which substantially increases outcomes and success for clients. Children's health issues are sometimes difficult to identify and treat effectively. Their school and home environments, however, provide unique opportunities to reach children and provide support and care.



Stacy
Nelson

Carrie
Anacker



Spirit of *Meridian*

AWARDS

Meridian proudly presented its inaugural “Spirit of Meridian” Awards at Rialzo II on May 22, 2011 to an outstanding employee and community member who demonstrated ‘above and beyond’ dedication to our mission of creating healthier communities. Our winners regularly go above and beyond expectations, display a selfless attitude while serving others, strive for excellence, exhibit a giving spirit, initiate ideas that allow us to be better, show utmost respect for all whom they interact with, cultivate relationships that allow collaboration, and inspire others to follow their example.



Community Award Winner

Dr. Christina (Tina) Drummond

**Medical Director of the Emergency Department
IU Health Ball Memorial Hospital**

Within the behavioral health and medical services communities, it is well known that psychiatric crises are drastically increasing and these patients pose a significant challenge to hospital emergency departments. But through collaboration with Meridian’s inpatient psychiatric program, Dr. Tina Drummond creates more harmony in the Emergency Department at IU Health Ball Memorial Hospital than most hospitals around the country do.

“Dr. Drummond has fostered a culture committed to providing excellent emergency care to psychiatric patients,” says Barbara Sells, Meridian Services Program Manager. “IU Health BMH is an exception to the rule because of the leadership of Dr. Drummond.”



GERO-PSYCHIATRIC SERVICES
a division of Meridian Services



Employee Winner

Kimberly J. Canan

Behavioral Clinician

Suzanne Gresham Center, A division of Meridian Services

"Most people would not want to take on the kids Kim does," said Crista Milholland, Program Manager at the Suzanne Gresham Center for Children's Services. "She works with the most challenging cases, usually kids who are headed to residential treatment centers."

Yet, the harmonies of Kim's favorite song, "Amazing Grace," give her the strength to get these kids singing very different tunes indeed.

"Kim is one of the most resourceful and creative people I have ever met," says Milholland. "She finds a way to get her clients what they need, so she can change their lives. If you were to meet any of the children with whom Kim has spent time, you would discover kind, respectful, thankful kids who have come to respect their community."

Kim's creation and gift to the children, a 30-foot mural entitled "Cycles of Life," was painted in her off-time over a four year period at the Gresham Center.





Above: Senator Richard Lugar with Meridian Services
Below: Congressman Mike Pence and State Representative Bill Davis with Meridian Services Board



A Voice in Government

Meridian Services and its board are proactive in keeping the issues and importance of healthcare on the forefront of community concern.

Child Abuse Walk



To help the community become more aware of child abuse and the services available to prevent it, Meridian Services presented its 3rd annual "We Have a Voice" 5k Child Abuse Prevention Walk. To date, more than 1,000 people have participated and over \$15,000 has been raised.



Rialzo II

Meridian Services' benefit gala fundraiser not only treated over 500 attendees to the sounds of the world-famous "Kool & the Gang," but also shared the "Spirit of Meridian" and the importance of community collaboration.





Fun Fair

The Gresham Center Fun Fair celebrated its third consecutive year with more games, prizes, food and fun for children of all ages. This popular event welcomes families to enjoy fun activities and participate in wellness and youth health services, too.



The Listening Tree

LEAVES OF COURAGE



Child Advocacy Center Open House

This event unveiled a life-size tile tree in honor of the children who courageously shared their story at the Child Advocacy Center since 2007. Over 500 leaves, engraved with a child's first name and age, were hung in their honor. Meridian's Child Advocacy Center is nationally accredited and the only one in the state housed within a behavioral health facility, adding a higher level of support through counseling and therapy services.



A Word from Meridian

Meridian Services has greatly expanded, representing a true integration of physical, mental and social well-being. Our goal of healthier communities has been quite evident this year as exemplified by the additional services we now offer to our communities. The evolution of Meridian for the past 35 years has been substantial from its origins of a child guidance clinic to a local community mental health center and now to a regional healthcare system specializing in whole person healthcare. This has been an exciting year of growth and we want to thank our board, staff members and community partners for their support and commitment.

Terri Matchett
Board Chairperson

Hank Milius
President/CEO

Meridian Services Board (above right)

Seated (left to right): John Bowles, Michael Lunsford, David Gobble, Brent Webster. Standing (left to right): Micah Maxwell, Vicki Tague, Doug Loy, Hank Milius, Terri Matchett, Wayne Shaffer.

Meridian Growth

This year despite the economic times, Meridian Services boldly stood out in central Indiana as an expanding organization. Meridian added 100 new staff members and doctors to grow staff 25%. The expansion of medical staff was especially important to help serve the increasing needs of our patients. These new health providers deepen our commitment to integrated healthcare.

This expansion increases access to healthcare resources in our community as well as provides a “boost” to our local economy.



Meridian Services Physicians





Financial Report

July 1, 2010 to June 30, 2011

Financial Report

Revenue generated from serving over 10,000 clients:

	\$50,310,000
Patient charges	\$37,940,000
Federal, state and local government	\$9,160,000
Investment earnings	\$240,000
Other sources	\$2,970,000

We did not receive full payment from:

Those unwilling or unable to pay	(\$8,780,000)
Other contractual agreements	(\$9,450,000)

TOTAL FUNDS AVAILABLE **\$32,080,000**

We applied our funds to:

Pay 502 employees	\$16,990,000
Provide employee benefits	\$4,590,000
Purchase services and supplies	\$2,620,000
Facilities, operating costs and the provision for future services	\$7,800,000
Pay principal and interest on debt	\$80,000

TOTAL FUNDS APPLIED **\$32,080,000**



SERVICES WE PROVIDE

- Primary Medical Care
- Psychiatry & Hospitalization
- Counseling & Therapy
- Children & Family Programs
- Gero-Psychiatric Services
- Addictions & Chemical Dependency
- Child Advocacy Center
- Home & School-Based Services
- FosterHope
 - Foster Care & Adoption
- Connxxions
 - Intellectual Disabilities & Mental Health Challenges
- Homelessness/Housing Support
- HIV Care Coordination
- Independent Living & Skill Building
- Supported Employment





MERIDIAN *Services*

Meridian Services Muncie Campus

240 N. Tillotson Ave.
Muncie, IN 47304
P | 765.288.1928
F | 765.741.0359

Suzanne Gresham Center Children and Family Programs

Morrison Mock
Professional Center
3620 W. White River Blvd.
Muncie, IN 47304
P | 765.288.1928
F | 765.288.2032

MeridianMD Primary Medical Care

110 N. Tillotson Ave.
Muncie, IN 47304
P | 765.288.8770
F | 765.288.8775

Gero-Psychiatric Hospital Inpatient Care for Seniors

IU Ball Memorial Hospital
2401 W. University Ave.
Muncie, IN 47303
P | 765.747.3281
F | 765.741.1907

Meridian Services Portland

931 W. Water St
Portland, IN 47371
P | 260.726.9348
F | 260.726.9340

Meridian Services Winchester

2 OMCO Square, Ste. 200
Winchester, IN 47394
P | 765.584.7820
F | 765.584.7895


Meridian Services Richmond

16 SW 5th Street
Richmond, IN 47374
P | 765.983.2220
F | 765.966.5750

Meridian Services New Castle

930 N. 14th Street
New Castle, IN 47362
P | 765.521.2450
F | 765.593.6001

To learn more about Meridian Services, or donate:
call **1.866.306.2647** or visit **www.meridiansc.org**

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