



Advocacy Links

Annual Progress Report 2023

- Advocating for people who need help
- Connecting people to fiscally responsible resources
- Respecting everyone in the process



Resource &
Advocacy
Center

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Satisfaction surveys were sent to three audiences in the Fall 2023. For all 3 audiences (individuals/guardians served through Resource & Connections; youth and families partners in Wraparound; Advocacy Links employees) the response rate was lower than average, but the overall satisfaction is 100%.

- 2 of 18 employees responded to the survey. 100% enjoy working at Advocacy Links but 50% don't feel supported by their supervisor.
- 3 of 34 Resource & Connections responses. 100% are happy with the services provided by Advocacy Links.
- 15 surveys were mailed to 15 youth/parents in the Wraparound Division but nobody responded. Earlier in the year, surveys were conducted with positive results.

2024 Company Rocks:

- Revenue must exceed expenses
- Maintain strong positive reputation throughout service area.
- Supervisors better support/communicate with their staff

A Note from the Managing Member



Advocacy Links has learned a lot throughout the course of 2023. We started the year off with a solid plan for growth and emphasizing 4 key areas of service delivery. Throughout the year we discovered a lot about ourselves as well as the supports and services that we intended to provide to people who needed help. As we enter into 2024, this annual report will reflect highlights for each current division and share the plan

moving into 2024 to ensure stability company wide beyond 2024.

It has been a joy to work with so many talented, caring employees for so long that seeing many leave to pursue their own endeavors and professional goals has been an emotional struggle, but we support them in their efforts and are confident they will be successful in their journey. There are a lot of fresh new faces amongst the team over the past year as we've embarked on providing a highly specialized type of support to a familiar group of individuals. Working with individuals who are diagnosed with both Intellectual/Developmental Disabilities and a Mental Health concern is not new to Advocacy Links personnel, but working with DCS and DMHA to implement wraparound services is an opportunity we have fully embraced and are eager to continue.

In November 2022 we received approval for Not For Profit Status for the Advocacy Links Resource and Advocacy Center branch of the business. While we intended to further develop this branch to better maximize the funding opportunities available through grants, sponsorships, donations, etc., we have not been able to concentrate as much effort as we would like in this area. We have received a few grants for which we will continue to fulfill our commitments for through the cycle, but the Board of Directors will be reviewing what the future looks like for the NFP branch.

Financial Facts

Advocacy Links continues to operate primarily from the retained earnings of its former service delivery and personal investments. The Wraparound Division is steadily taking a strong lead in the generation of revenue as well as service delivery. Throughout 2023 efforts were made to receive grants, donations and sponsorships through Not-For-Profit branch to expand services into rural communities throughout northern Indiana.

Advocacy Links Resource and Advocacy Center, Inc. received grants from the following organizations in 2023 to expand pro bono services into Whitley, Kosciusko, and Tipton counties:

- Whitley County Community Foundation
- Tipton County Foundation
- Kosciusko Community Foundation (KREMC)
- Kosciusko Community Foundation (Boren Family Trust)

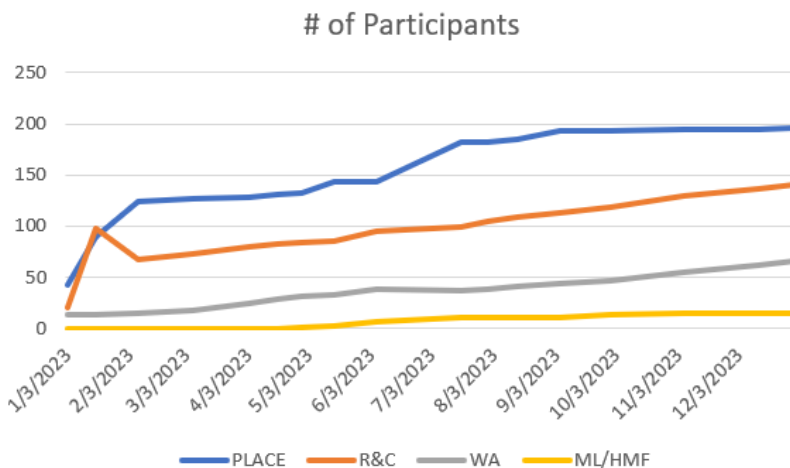
To date, minimal funds have been utilized due to the minimal growth in these areas. Advocacy Links will continue our efforts to support the people in these rural communities to responsibly use these contributions.

Two sponsorships were provided by the following businesses in DeKalb and Steuben counties:

- New Millenium
- Steel Dynamics

These funds have been used to plan/coordinate PLACE activities in DeKalb and Steuben counties throughout 2023 and into 2024.

As we move into 2024, all unfilled non-essential administrative personnel positions will remain unfilled. 92% of paid employees are in revenue generating/direct service roles.



Highlights from 2023:

Caitlin is working with a couple of individuals who are graduating from wraparound.

Wraparound has reached every goal; hired where we needed and are fully staffed going in to 2024

At this time last year we had 2 youth enrolled in wraparound, now we have over 50.

Partnered with Triple P to bring back quarterly virtual training program for families.

Gentleman who didn't want to leave his house and is now going banking.

Valerie was working with someone who thought he was having a stroke but he really had cancer and has now received the treatment he needed and is cancer free.

Gentleman who was living in Faith Mission has been able to secure housing and is looking forward to moving in soon.

Helped numerous people apply for Medicaid Waiver and/or social security.

Helping individuals take more control and ownership of creating their own life plans using Life Course online and Quillo online.

Resources & Connections—

While this division has been the one that has been our heart and soul for all time, we have come to the painful realization that we can not continue to help everyone who needs help without appropriate funding to cover the cost of providing this service.



Throughout 2023, 60% of the hours of service were provided for free. We have received grants in Kosciusko, Whitley and Tipton counties and diligent efforts have been made to meet the needs of people needing help in those areas. While we continue to receive referrals from organizations to help people in other counties, moving into 2024, it is not possible to help residents of other counties without adequate funding.

Additional services have been made available and continue to be pursued:



- Advocacy Links is contracting with Quillo to support people to enroll and use Lifecourse Online and Quillo Connect apps. Expanded services are available for individuals interested in using Medicaid Waiver FCAR funds.

- An application has been submitted to provide Care Management services for the A&D/TBI Waivers (Health and Wellness Waiver effective 7/1/2024). A decision is anticipated at any time. The intent is to provide these services in Kosciusko, Elkhart, Marshall, and Fulton counties initially. Additional counties may be added if the need is evident.



- Students who are not enrolled full time at a public school can use their Educational Scholarship Accounts for supports and services directly related to their educational needs.

At the close of 2023, there are a total of 34 individuals that we are currently supporting but throughout the year, our rosters indicate that we have impacted the lives of over 141 people.

141 people were
impacted in 2023.

246 hours of pro bono
work was provided.

Child Mental Health Wraparound—

When we were contacted in 2021 to consider providing Wraparound Facilitation, we were interested in helping people who need help and delighted to be approved to provide this much needed service. As would be anticipated, the building of this division has taken some time and intense work, but Sara Fry has done an amazing job of bringing us to where we are today. At the beginning of 2023, we were partnering with 13 youth and at the end of December that number was up to 50. There are currently 2 youth who are on track to successfully graduate from the Wraparound program, well ahead of the statewide average.



In the fall of 2023 we were presented with the opportunity to receive some DCS grant funds to address the state’s overwhelming need for services for youth in counties that consistently have waiting lists. We have been able to expand our service area to include 5 additional counties that previously held waiting lists. Moving into 2024, we will continue to monitor the geographic areas needing more facilitators and attempt to meet those needs as we have the capacity to do so,

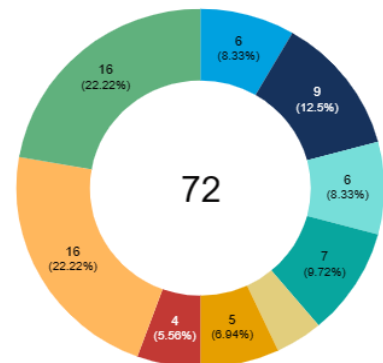


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The Department of Mental Health and Addictions meets regularly with our staff to ensure we are making progress towards providing the high fidelity supports that are expected for youth. We continue to improve our processes and systems to meet these expectations.

As we closed out 2023, we have systems in place for tracking necessary data for wraparound services and were delighted to receive such positive ratings from DMHA in the work we are doing.

Wraparound Cases by County
Record Count



WFI Data	
Wraparound Fidelity Indicator - tracks satisfaction	
Information is compiled from responses to random surveys generated by independent research firm	
	1/9/2024
	2023Q4
Caregiver Response statewide data	61%
Caregiver Response Advocacy Links data	30%
Care Coordinator Response - statewide data	67%
Care Coordinator Response - Advocacy Links data	33%

PLACE (Purposeful Life And Community Engagement) -



Since April 2022, Advocacy Links has been working diligently throughout northern Indiana to partner with local organizations and community resources to provide interesting activities and educational/support opportunities particularly in the rural communities. We were awarded a DDRS Innovation Pilot Project grant to continue our efforts with particular emphasis in the six counties in the north east part of the state (Steuben, Dekalb, LaGrange, Noble, Elkhart and Kosciusko).

Throughout 2023, events and activities have been planned and made available in all of the target counties, but also in additional counties as personnel were available to make these available. On average, more than 33 different events were offered every



single month but not all activities/events had participation. Almost 500 attendees were recorded at events throughout the year, but many of these were the same people attending multiple events.

We have come to the realization that it is imperative to have an existing group of interested participants in a specific geographic area to successfully offer an array of consistent events and activities. Advocacy Links will be

continuing to offer events/activities in the 6 target counties

throughout 2024 to fulfill our commitment with the IPP grant, but the continuation of these events beyond 2024 is unlikely.



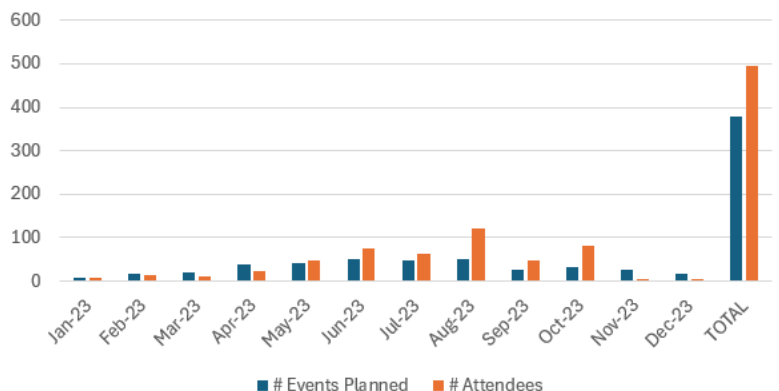
As we move into 2024, we will continue our efforts to partner with organizations and businesses in the 6 target counties to transition the coordination of long term activities/events to community members as we saw the successful transition of these in LaPorte and Elkhart counties in 2023.

We were blessed with two sponsorships from businesses in the 6

target counties in 2023 which helped offset the cost of providing these supports and services that were not entirely covered with the IPP grant funds.



PLACE Events & Attendees



My Links/Housemate Finder—

We received a grant from INTAP to help put the finishing touches on this much needed tool to help individuals connect with potential housemates. The tool is live on the website and was made free in June. It has been a minimal participation in this opportunity. For the immediate future, the tool will remain in place and functional but Advocacy Links needs to concentrate their administrative manpower on stabilizing other divisions.



Service Area -

Advocacy Links is proud to provide a variety of supports throughout Indiana where the need exists and we have local personnel available. Not all services are provided in all highlighted counties. At the close of 2023, these are the counties where we have a presence. As we move into 2024, we have already expanded our area with additional counties in central Indiana.

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www.advocacy-links.com

Core Values

Advocacy Links personnel are committed to:

Listening to individuals and their families to fully comprehend their wants and needs so we can customize services to meet each individual's needs.

Integrity and honesty in conveying correct information to individuals and families in a timely fashion. Employees respect the privacy of all protected health information.

Networking with service providers, state entities, and local resources to connect individuals with crucial supports that meet their needs.

Knowledge of current and upcoming resources options is achieved by Advocacy Links staff through ongoing systematic training.

Support advocacy and personal contact.