



# Annual Progress Report

## 2024



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

[advocacy-links.com](https://advocacy-links.com)

[info@advocacy-links.com](mailto:info@advocacy-links.com)

24/7 Toll Free Phone: 888-537-5733



## A Note from the Managing Member

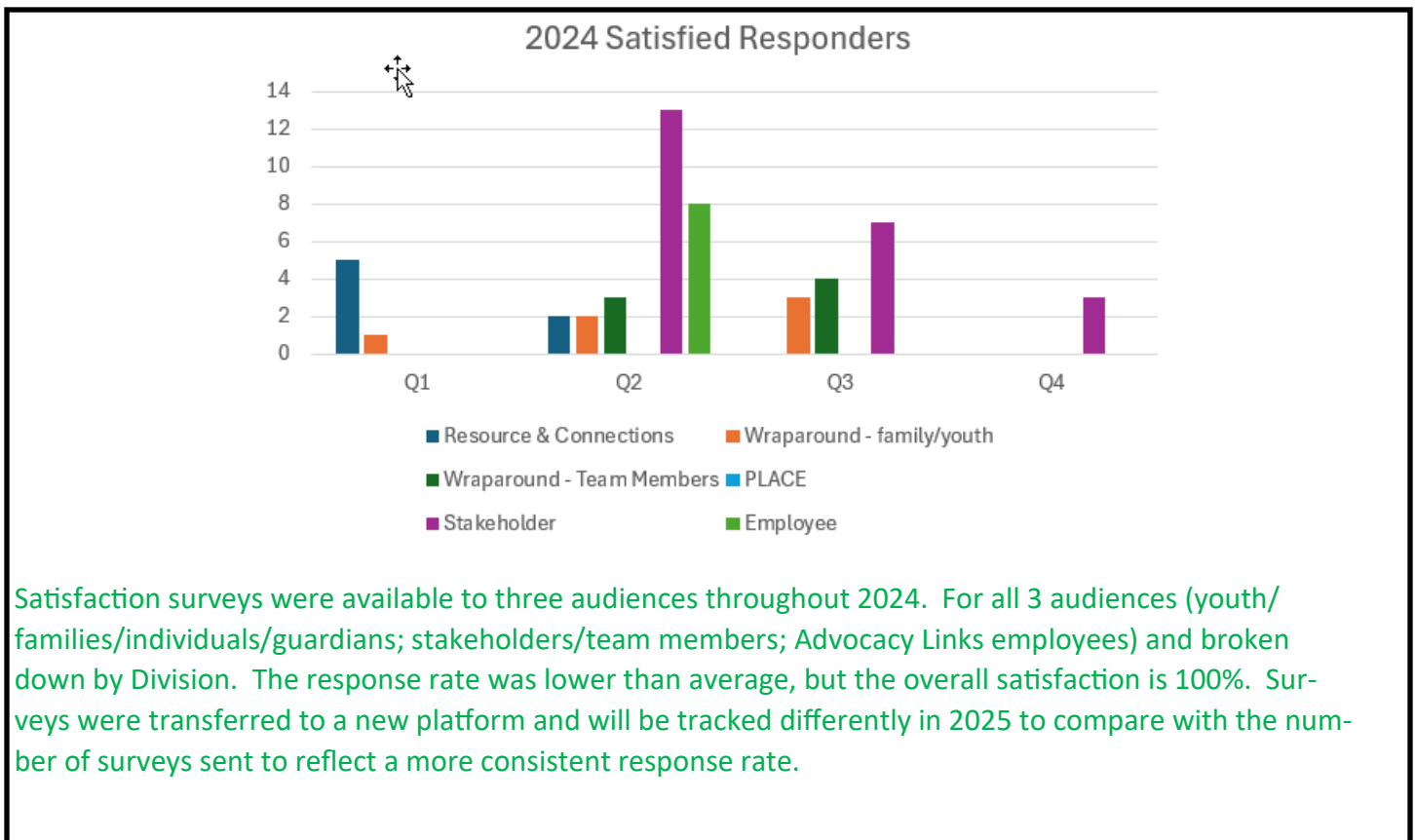
2024 has been an excruciatingly painful year of lessons learned and tough decisions to be made.

We closed out 2023 with solid plans for growth and success for 2024 in 4 primary divisions but over the course of the year we have needed to close out all formal efforts for everything except Wraparound Facilitation. To ensure a solid financial future, we must concentrate 100% of our efforts on revenue generating work to insure we continue to provide high fidelity services and remain true to our mission of advocating for people who need help, connecting people to fiscally responsible resources and respecting everyone in the process.

As mentioned last year, we have fully embraced working with Division of Mental Health & Addictions (DMHA) and Department of Child Services (DCS) to provide Wraparound Facilitation Services for families and youth with Mental Health concerns and Intellectual/Developmental Disabilities. We look forward to renewing our contract in 2025 to continue to provide these services.

As of September 2024, the Not for Profit branch, Advocacy Links Resource and Advocacy Center, is lying dormant due to the lack of capacity to ensure it is being operated with integrity. All grants were closed and the Board continues to meet quarterly to determine the future of this entity.

It continues to be an honor to work along side such dedicated human service professionals . We are eager to embark on 2025 with renewed energy and concentrated focus.



**Highlights from 2024:**

Successfully restructured wraparound staff to add 2 Team leaders

Revamped and enhanced training documents, checklists and engagement process for wraparound

We have been partnering long enough to see youth graduating from the wraparound program.

Resource & Connection staff helped 5 people apply for Social Security benefits.

R&C helped 6 people with household tasks, running errands, and attending doctor appointments.

R&C personnel assisted someone with cleaning and encouragement to complete cleaning on her own to prevent eviction.

R&C Care Manager helped 2 different Health & Wellness individuals feel valued and heard as we shared resource and waiver specific information.

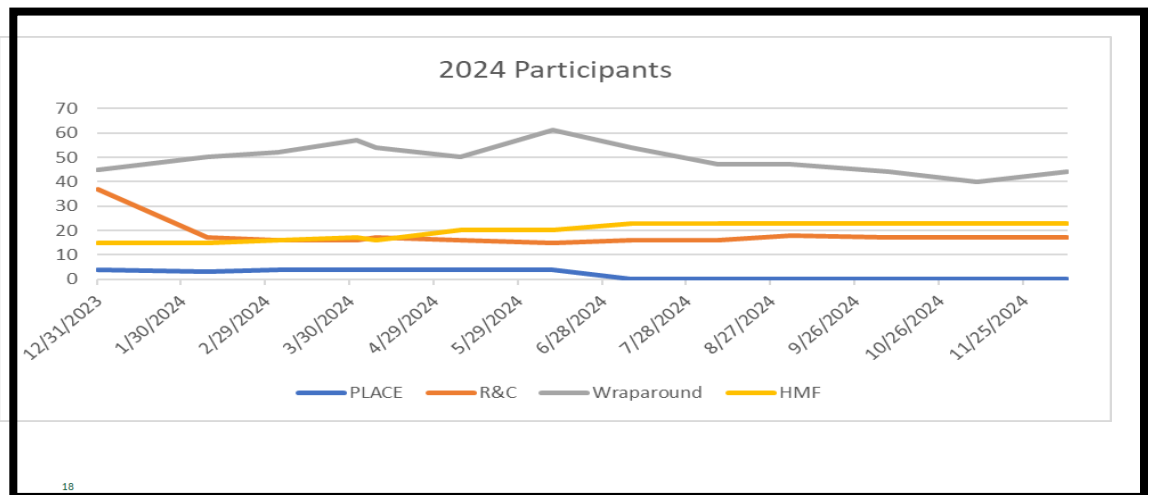
R&C staff supported an individual whose caregiver is over the age of 80 apply for and receive in home services.



**By the Numbers...**

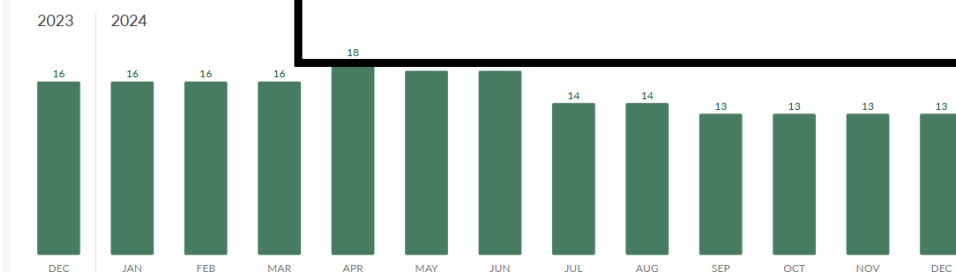
The wraparound work is mostly operating in the black but all other business operating expenses have been reliant on retained earnings and personal investments. This can no longer continue. 2025 must have new revenue to support all operating efforts.

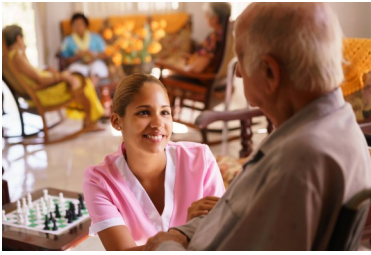
As we move into 2025, the growth projections for both youth and personnel must stay on track to ensure the sustainability of operations.



**Headcount**

13 People  
12/26/2024 All Employees





## Resources & Connections—

Throughout 2024, Advocacy Links has worked diligently to support as many people as possible providing the traditional services we have always provide to the population we have always served. Working with people who have Intellectual/Developmental Disabilities has always been our first priority.

We had access to grants in Kosciusko county which enabled us to help residents in that county who did not have other funding means to cover the cost of the services they needed. We chose not to renew those grants in the fall of 2024 as the work we were doing was not as extensive as we had hoped it would be. Our original application indicated that we would serve at least 30 different people in that county. In reality, we only supported about 6 people even though our efforts were consistent with several of those.



At the beginning of 2024, we streamlined our pro-bono efforts in counties where there was not funding. The need for our services did not go away, but our capacity to provide unpaid services was extremely limited. Over 60% of our work was completed without any revenue being generated. We can no longer provide any of these supports due to lack of revenue. All of these formal pro-bono service efforts closed out 12/31/2024.

In January 2024, we were approved to provide Care Management for the Traumatic Brain Injury (TBI) and Aged & Disabled (A&D) Waivers. We intentionally applied to provide Care Management as the state was in the process of transferring the oversight entity for these Waivers from Division of Aging to the Division of Disability and Rehabilitation Services effective 7/1/2024. With this change, the A&D Waiver was renamed to Health & Wellness Waiver and would be serving people under the age of 60 who had disabilities/met Nursing Facility Level of Care. Our anticipation was that the Area Agencies on Aging would continue to support the aging hoosiers over the age of 60 on the Pathway waiver and everyone else they were previously serving would likely need a new care management company. As it turned out, the Managed Care Entities enforcing the Pathways Waiver (people over age 60 who meet Nursing Facility Level of Care) reduced the reimbursement rate for Care Management and all the AAAs opted out of providing Care Management at all for the population of people they historically had supported. Likewise, while the state originally intended for the local Bureau of Disability Services offices to process the applications for H&W waivers, as of the close of 2024, all H&W referrals are still going through the AAA. There is no oversight to ensure that choice is being offered for alternate Care Management companies. When H&W waiver started in July, 150 people/month were being invited to apply for the H&W waiver. This number increased to 500/month in October. In August we received 2 referrals and began working with them. As of December 2024, we have not received any additional referrals. Despite our marketing efforts and communication with BDDS and AAAs about our availability for immediate assistance, it's highly unlikely that we will see enough growth to sustain our efforts in the immediate future.

Last year we reported some partnerships with Lifecourse Online; Quillo Connect; and Educational Scholarship Accounts, but all of these efforts were abandoned due to the potential conflict of interest in providing these supports while also providing TBI/H&W Care Management Services.

At the close of 2024, all Resource & Connection personnel were reassigned/furloughed as there is not enough revenue to support our efforts in this area. The 17 individuals on the final roster were provided information on other agencies to contact for needed supports.

81 people were  
impacted in 2024.

51 hours of pro bono work  
was provided.

## Child Mental Health Wraparound—

As reported at the close of 2023, it has taken a little time and a lot of effort on the part of Sara Fry and Heather Van Ness to get wraparound facilitation services up and running. We continue to see growth despite some setbacks and we are excited to have seen a few youth youth successfully graduate from the program, well ahead of the statewide average and fidelity markers.



Throughout 2024 we were trying to expand our service

area at the request of the state to help reduce the waiting list that existed for wraparound youth. While we did add personnel in the high volume areas, many of these personnel discovered this job was not the right fit and in other situations, the data the state shared was miscommunicated related to the actual need for facilitation services so we had employees with too few partnerships.

In 2024 we had 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 as well as to bring the compensation package for wraparound staff into alignment with competing agencies.

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.

### Partnerships by County



- |                    |                      |                  |
|--------------------|----------------------|------------------|
| ■ Carroll County   | ■ Hancock County     | ■ Jasper County  |
| ■ Johnson County   | ■ LaGrange County    | ■ Miami County   |
| ■ Shelby County    | ■ Starke County      | ■ White County   |
| ■ Hendricks County | ■ Jay County         | ■ Madison County |
| ■ Randolph County  | ■ Bartholomew County | ■ Cass County    |
| ■ Henry County     | ■ Morgan County      | ■ Porter County  |



## PLACE (Purposeful Life And Community Engagement) -

In the Spring/Summer of 2024, Advocacy Links completed our work with the DDRS Innovation Pilot Project grant. We were concentrating our efforts in the six counties in the north east part of the state (Steuben, Dekalb, La-Grange, Noble, Elkhart and Kosciusko). We partnered with local organizations and community resources to provide interesting activities and educational/support opportunities particularly in the rural communities.

Our personnel worked diligently to plan, coordinate, and host events, but participation and engagement was minimal at best. Our enthusiastic thanks to Summer Kohne for seeing these supports through with creativity, dignity and integrity. PLACE Services were permanently ended 5/31/2024.

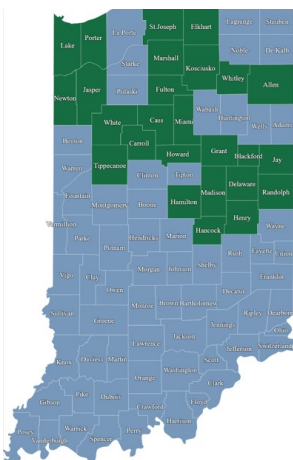
## My Links/Housemate Finder—

This free tool is live on the website but has had minimal participation. These companion tools were originally intended to help people looking for housemates to be better able to connect in a consumer driven, positive manner. In 2024 we completely paused the MyLinks component (resource sharing/social network) and refined functionality of the Housemate Finder (potential connection tool).

The Housemate Finder tool will remain in place and functional but Advocacy Links needs to concentrate their administrative manpower on stabilizing other services.



## Service Area -



Through 2024, Advocacy Links provided a variety of services throughout over 34 counties in Indiana. At the end of 2024, we are concentrating our efforts by providing Wraparound Facilitation services in the counties shows in this map.

## 2025 Company Rocks:

Consistently partner with wraparound youth as outlined in budget to bring total partnerships to at least 95 by 12/31/2025.

Increase Process Based Supervision scores to at least 85% by 12/31/2025.

## Core Values

Advocacy Links personnel are committed to:

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

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

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

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

**S**upport advocacy and personal contact.

[www.advocacy-links.com](http://www.advocacy-links.com)