

Meaningful Day Services

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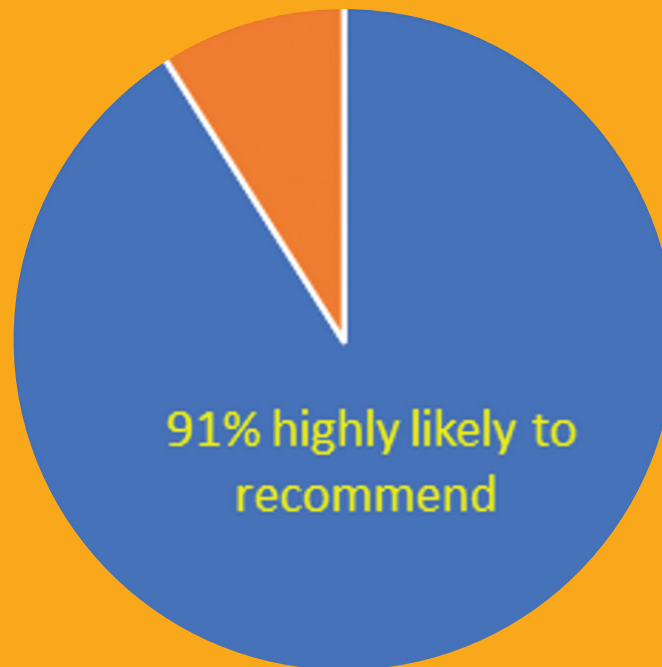
Meaningful Day Services *newsletter*

Happy Holidays!



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Stakeholder Survey 2022



Every year, MDS sends out a survey to seek input regarding the services we provide. This year, we received 366 responses from clients, parents, guardians, case managers, and other providers. The responses were overwhelmingly positive!

On a scale of 1 to 10, 91% of respondents rated their likelihood of recommending MDS to others at 8 or above. In addition, on a 5-point scale, MDS received an overall satisfaction score of 4.75.

Much open-ended feedback was also provided specific to MDS staff and programs. This is used to help our staff identify their strengths and areas for improvement. Some specific feedback received included:

- Outgoing, energetic, fun, easy to talk to, is prepared with activities, attends all quarterly meetings.
- She is extremely smart, yet willing to learn what is needed to provide the best service to her clients.
- My son has shown a lot of progress in verbal communication and AAC usage working with our therapist.
- She is talented, energetic, thorough, and enjoys working with the individuals she serves.
- I like that we communicate often/well on our family's concerns and that the therapy is centered on whatever goal is most needed now. I like that MDS is willing to change and adapt methods for my child.
- She thinks outside-the-box and is always willing to assist me and my son in finding the best way to tackle an issue through problem-solving and collaboration.

Thanks for everyone who took the time to provide valuable feedback to help us continue to improve!

IDPWD

Christmas, Hanukkah, Kwanzaa, Boxing Day, and Omisoka are all holidays celebrated throughout the world in December. An additional, perhaps lesser known day to celebrate, is December 3, the International Day of People with Disabilities (IDPWD). According to the IDPWD website, this day is to celebrate and value diversity, to understand and learn from folks with disabilities, to be optimistic as we look to the future, and it is a day for action to create a world with equal human rights. At Meaningful Day Services, we work to celebrate the accomplishments and contributions people with disabilities every single day and want to take this moment to emphasize its importance.

What are YOU doing to break down barriers to inclusion and advocate for the rights of people with disabilities?



ADVOCACY, ACCESS, ACCEPTANCE

Meet Ian!



Ian has been CRUSHING his exercise goals this year. He returned to his favorite inclusive gym, Force Barbell, in December 2021, after taking two years off during the pandemic. He was apprehensive to try new exercises in the beginning, as he was regaining his confidence and body strength. He started going from sitting to standing on various sized platforms and trying different adaptive weight-lifting techniques. He is now doing full sets of squats with additional weights, completing assisted bench presses, and, most impressively, he's pushing a sled with a total of 265 lbs up and down the length of the gym! He loves to start and end each gym session with a quick stationary bike ride. In addition to building his strength and confidence, Ian has been able to make strong new social connections with the other gym goers. He enjoys the praise from his trainers and giving high-fives to his peers.



Way to go, Ian. We can't wait to see what you accomplish next!

Meet the MDS Administration Staff

Our organization would like to take a moment to introduce and thank each member of our administrative, directors, and leadership teams for their hard work and commitment. These dedicated professionals ensure that MDS can meet our mission of providing quality, hands-on services that enhance and improve the independence of each unique individual. Thanks to this long list of administrators, MDS runs like a well-oiled machine because so many people ensure that the day-to-day operations are efficient and organized.

Our **client coordination team** is there from referral to ongoing services as liaison for our families, case managers, and clients' support. This team ensures that funding is secured, clients are moved through the referral process, and then they serve as the communication hub for MDS therapists to our clients, families, and case managers. Led by Lauren Devall, our client coordination team is comprised of the following members: Lexi McFarland (ABA/ST/OT), Nina Patterson (Waiver/Counseling), Chelsie Davis (Jeffersonville Clinic Manager), and Kelly Hartley (Administrative Assistant).

Our **insurance and finance team** keeps our billing, credentialing, contract negotiation, medical authorizations, billing and claims, and payroll in house. Over the past year, they have become experts in challenging denials and continue to advocate for our clients to have their services covered by insurance. Led by Ashley Heil, our insurance team consists of Taeler Browning (authorizations), Chelsea Rogers (denials), and Becky Wood (billing and accounts receivable). Our bookkeeper, Angie Boyd, does our payroll, manages our books, and assists with accounts receivables.

Our **IT team** is small but mighty. Craig Miller is our IT Coordinator and manages all things technology, hardware, and software. Craig also does all our waiver billing and assists with any IT-related project within our organization. He does all of this with the part-time help of Brittney Mortimer who assists with IT projects when she is not providing Music Therapy to her clients.

This year we have promoted a few other individuals into new administrative roles. Cooper Pass is our Facility Manager. He oversees all MDS buildings and ensures the safety and regulatory guidelines for our agency and is one of our Handle with Care and CPR/First Aid trainers. Zack Novello is our Quality Assurance and Compliance Officer, ensuring that we are meeting all regulatory guidelines and external controls for 460, CARF, and our funders. He chairs our policy, quality assurance, and risk management committees, monitors internal controls to ensure corporate compliance, and is a Handle with Care Trainer.

Our **directors team** leads a team of therapists and/or direct care staff. They manage and guide their team toward reaching MDS's goals so that our clients receive the best care possible and achieve their goals. Our incredible directors team is comprised of the following: Sarah Ardoin, Director of Music Therapy and Marketing; Robin Bryant, Director of Occupational and Speech Therapy; Stacey Carlson, Director of Recreational Therapy; Jordyn Koertge, Director of Community Supports; Stacey Metallic, Director of Behavior Supports and Counseling; and Hannah Sauber, Director of ABA.

The director's team has a team that also supports them and their department with a variety of things, such as supervision, quality assurance, program coordination and strategic planning. We are so grateful for the following team players: Amanda Steiner, Regional Supervisor of Music Therapy; Tessa Klingeman, Assistant Director of Speech and Occupational Therapy; Pam Thompson, Assistant Director of Recreational Therapy; Maria Vandaveer, Regional Supervisor for Recreational Therapy; Nichole Gilbert, Assistant Director of Employment Services; Nick Gill, Assistant Director of Community Supports; Marissa Toles, Assistant Director of Day Services; Lakela Miller, Program Coordinator for Day Services; Ashanti McPherson, Day Services; Amanda Stapleton, Residential Coordinator; Shanea Brodhacker, Assistant Director of Behavior Supports and Counseling; Jasmine Ricketts, Jeffersonville Assistant Clinical Director; and Cristy Wilson, Clinical Director of ABA Lawrenceburg.

Our **human resources team** manages the employment life-cycle for MDS. This includes recruitment, policy development, benefits, training, and ensuring legal compliance within MDS. It is comprised of Samantha Ward, HR Coordinator, and Garmai Koryan-Sorsor, HR Assistant. Our HR Department is led by Shelby Kabazie, Chief of Human Resources. She also is a member of our leadership team that is comprised of our CEO and Owner, Sandra Miller and Amber Badgett, Chief of Operations. Our leadership team supervises the administrative team and our director team and is responsible for creating strategic approaches and operational methods for MDS, and supporting employees so they can succeed in their roles.

MDS leadership would like to say a huge thank you to each member of our administrative staff for using their remarkable talents and skills to fuel our mutual efforts. Thank you for being such a team player. We would not be the same without you! Your unique perspective adds so much to our team.

We are so grateful to have each member of our administration staff with us!



ABOVE: Happy Holidays from the MDS Administration team!

RIGHT: Robin Bryant, Sandi Miller, Stacey Carlson, Hannah Sauber, Shelby Kabazie, Jordyn Koertge, and Amber Badgett wish you a Happy Holiday Season.



Providing quality, hands-on services that enhance and improve the independence of each unique individual.

Be sure to view our website to stay informed on our protocols for safety measures for COVID-19.
LINK: <http://meaningfuldays.com/resources/covid-19-alerts-and-notices/>



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