

2018

Annual Report



Letter from the Board Chair



Randy Warman,
Board Chair

2017-2018 was a pivotal year for Tangram. Not only did our services grow as we continued to expand our geographic reach and develop more customized services and programs, but we also received the largest grant in our organization's 33 year history. In January 2018, Tangram was the recipient of \$7.5 million from Lilly Endowment Inc., a gift that has reinvigorated the organization and positioned us for long-term financial stability. Over the past year, Tangram's board of directors and senior leadership team have strategized, planned, implemented, and, most importantly, dreamed. As we reflect on the successes (and surprises!) of 2017-2018, we also look forward a very bright future for this organization and the community it serves. Thank you for your support, your partnership, and your trust.

In service,

Randy Warman, Board Chair

Keep reading for more highlights!



ADVANCING HUMAN RESOURCES
IN CENTRAL INDIANA





About Tangram

Our Mission

Tangram supports people with disabilities by designing services to meet their specific needs and desires. We assist them to live full, meaningful, and happy lives, at home and as members of their community. Tangram joins with community partners to create inclusive and sustainable solutions to challenges faced by those impacted by disabilities.

Who We Serve

In FY 2017-2018, Tangram served adults and children with developmental disabilities in the following Indiana counties:

- | | | | |
|------------|-------------|--------------|--------------|
| • Benton | • Hamilton | • Montgomery | • Vermillion |
| • Carroll | • Hendricks | • Morgan | • Warren |
| • Clinton | • Johnson | • Shelby | • White |
| • Fountain | • Lake | • St. Joseph | |
| • Grant | • Madison | • Tippecanoe | |
| • Hancock | • Marion | • Tipton | |

Through our Tangram Business Resourcing Consulting Services, Tangram provides disability inclusion consultation and training to businesses across the country.

Our Services

For over 30 years, Tangram has been a leader in creative solutions for individuals living with disability. Tangram works to create inclusive communities so that the individuals we serve can live independently, find employment opportunities, discover their passion, and achieve their goals. Our services include:

- | | |
|---|---|
| • Community Living | • Life Coaching |
| • Community Exploration | • Employment Services |
| • Behavioral Health Training and Consultation | • Tangram Business Resourcing Disability Inclusion Consulting |
| • Employment Services | |

Our Leaders

2017-2018 Board of Directors

Randy Warman, *Chair*
American StructurePoint

Eva Marquez, *Vice-Chair*
Eli Lilly and Co.

Curtis Popp, P.E., *Secretary*
Citizens Energy Group

Anne Lammert, CPA, *Treasurer*
Arc of Indiana

Stephen Combs
KSM Consulting

Tonya Combs
Eli Lilly and Co.

Dorene Hoops

Andrew Heilman
RATIO Architects, Inc.

Dawn Lively, MBA, PHR
Full Stack

Maury Plambeck, AICP
Indianapolis Neighborhood Resource Center

Robert Redman, Jr.
Eli Lilly and Co.

Susan Thomas
Retired

Senior Leadership Team

Krystal Belton, MBA
Director, Compliance and Risk Management

Kathy Bernhardt
Managing Director, TBR

Stephanie Buttler, MA
Director, Behavioral Health

Ari Campbell
Director, Operations

Carol Christopher
Director, Information Technology

Steve Clossey
Director, Employment Initiatives

Stephanie Gabbert
Director, Finance

Lindsey Hill
Director, Marketing and Development

Jane Richardson, JD
Director, Human Resources

Peter Zubler
Director, Operations



Our Services

Community Living and Exploration Services

Living independently and engaging with the world around us are important ingredients in a life full of happiness and wellbeing. Tangram’s Community Living and Exploration Services provide support, empowerment, and opportunities so that the people we serve can enjoy the full range of life experiences, both at home and in the community. Through Community Living and Community Exploration, Tangram provides essential services to help our clients achieve independence and maintain their health, like transportation and wellness coordination, as well as finding opportunities for our clients to connect with others and discover new interests. We believe that the people we serve should have the same expectations for their lives as anyone else and we help make it possible for them to build the lives they have envisioned for themselves.



1445
Face-to-face
wellness visits

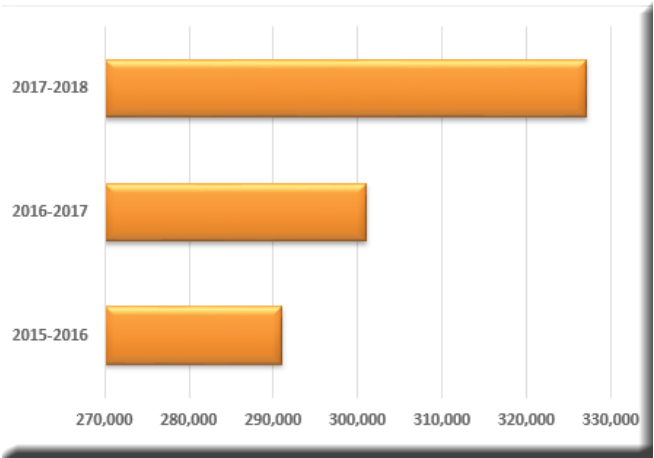


Community Living and
Exploration Hours served in
2017-2018

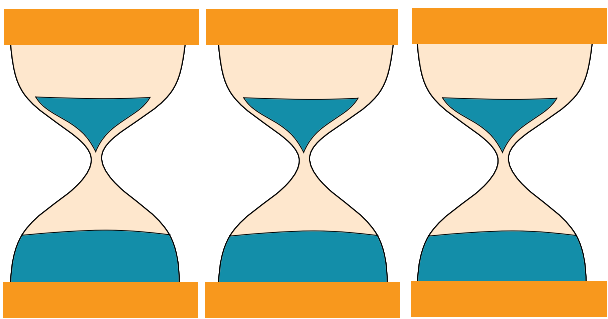
Our Services

Community Living and Exploration Services

Tangram’s Community Living and Exploration Services provide the necessary, individualized supports and transportation to allow the individuals we serve to fully participate in their communities of choice. In 2017-18, Tangram transported our clients 327,065 miles—to jobs, medical appointments, activities, and more.



Annual Mileage, Three- Year Trend



9043 Behavioral Health
Hours served in
2017-2018

Behavioral Health Services

Tangram provides behavioral consultation and training to individuals and their families as part of our holistic approach to serving people living with disabilities. Our CARF-accredited behavior team performs assessments and develops customized behavior support plans to give our clients the tools they need to thrive. This year, Tangram increased the number of individuals served by 50 people from the previous year, jumping from 160 individuals to 210 individuals served in 2017-2018. In addition to working with individuals through the Medicaid waiver, Tangram also partners with community agencies to provide professional development training in positive behavior supports, as well as individual consultation services for those their clients.



Our Services

Life Coaching Services

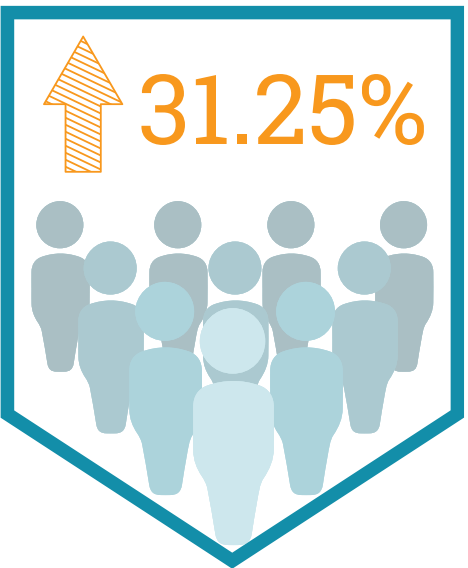
Sometimes, life's hurdles are overwhelming and can stall progress toward a person's goals. This is where Tangram Life Coaching comes in. Designed to help overcome barriers and navigate life transitions, this service empowers individuals to identify and overcome obstacles that keep them from creating the life they want. With clinical expertise, professional training and a strong support network, Tangram Life Coaching provides individuals with the resources and confidence they need to succeed.



640 Life Coaching
Hours served in
2017-2018

Help Resource Center

Tangram's HELP Resource Center was created to provide the support and guidance that individuals need to successfully access and utilize community resources and social benefits for which they qualify. The HELP Resource Center was a new service in 2017-2018 and served 8 clients over the course of 7 months for a total of 87 hours. We assisted these individuals with Medicaid waiver applications, accessing mental health care, applying for food stamps, insurance (Medicaid, HIP), applying for SSI/SSDI, accessing legal assistance, obtaining vocational rehabilitation services.

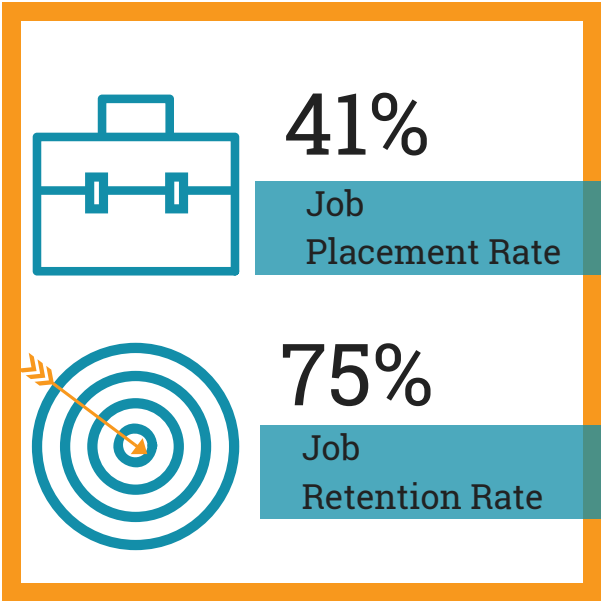


% Increase in Number of
Individuals Served Over
Previous Fiscal Year

Our Services

Employment Services

Tangram believes that individuals with disabilities should have the same access to integrated, competitive employment opportunities as other job seekers. Tangram works one-on-one with job seekers to determine employment goals, design customized employment plans, identify benefits and other resources, and pursue the right employment fit.



Tangram Business Resourcing

Tangram Business Resourcing provides customized disability inclusion consultation and training to businesses across the nation. Our qualified team of expert consultants creates, develops, and implements strategies to help businesses create a culture of inclusion and reap the bottom line benefits of a diverse workforce.



135 Disability Awareness
Inclusion Trainings



Financial Data

	Fiscal Year 2018	Fiscal Year 2017
REVENUE		
Public Support		
United Way of Central Indiana	275,355	233,437
Contributions	421,141	212,018
Program Service Revenue		
Supported Group Living	1,070,287	1,544,525
Community Living	6,835,098	5,316,650
Behavioral Support Services	614,125	487,724
Life Coaching	37,232	40,300
Business Resourcing & Employment	142,483	101,781
Other Revenue	159,052.00	120,307
Total Revenue	9,554,773	8,056,741
EXPENSES		
Program Expenses		
Supported Group Living	882,232	1,231,127
Community Living	6,201,147	4,539,660
Behavioral Support Services	568,991	397,212
Life Coaching	43,969.23	31,584
Business Resourcing & Employment	538,521.95	519,205
Management & General	1,127,430.53	957,120
Fundraising	32,340	28,473
Total Expenses	9,394,632	7,704,382
Change in unrestricted Net Assets	160,141	352,359
Temporarily Restricted Net Assets		
Contributions of property and equipment	293,354	27,879
Temporarily Restricted Investment funds	42,464	-
Net Assets released from restriction	(251,880)	(29,902)
Change in Temporarily Restricted Net Assets	83,938	350,336
Permanently Restricted Net Assets		
Contributions	6,076,845	-
Net Assets, Beginning	3,487,419	3,137,083
Net Assets, Ending	9,808,343	3,487,419

Mission Moments

The Art of Perseverance

Many of us take our jobs for granted, as if employment is a guaranteed part of life. For 1 in 5 Americans, the estimated number of people with disabilities, just getting the same chance to pursue employment as those without disabilities can be a challenge. External factors like the stigma around disability, incorrect assumptions about ability, and systems that are inaccessible—from transportation to online applications—often stand in the way of successful employment for individuals with disabilities.

Disability is the largest minority group in the U.S. and the only minority that anyone could join at any time. In honor of National Disability Employment Awareness Month in October 2017, we shared the story of Ron, who overcame numerous obstacles on his path to employment.

Ron is the second of three children in his family. During his childhood, he moved from North Carolina, to Kentucky, and finally ended up in Indiana. As an individual who is deaf, he attended the Kentucky School for the Deaf for most of his education and graduated from high school after moving to Greenfield, IN halfway through his senior year.

Ron then went on to study Data Processing at the National Technical Institute of the Deaf (NTID). After 2 years, he began having problems with his vision, which he later learned was caused by a hereditary condition. He took a leave of absence from NTID and ended up at the Helen Keller National Center (HKNC) , where he completed a 9-month deaf-blind rehabilitation program. Returning to NTID was not an option, so Ron worked as a teacher’s aide and residential staff at HKNC for five years.

Ready to pursue a new direction, Ron moved back home to Indiana and was hired as a stocker at a large retailer, where he worked for 20 years. During this time, he was able to purchase his own home and was proud of his work and independence. Unfortunately, changes within the company and changes to Ron’s job led to his dismissal from this job. For four years, he was unable to find employment. Then, early in 2017, he decided it was time to get serious about his job search. Vocational Rehabilitation matched him to Tangram, which specializes in providing employment services for those who are deaf or hard of hearing.

While working with his employment consultant, Bobbie, Ron kicked his search into high gear—“He did a superb job of looking for employment through online resources,” said Bobbie. Ron found a possible job at FedEx Express and was hired in August. “He has been happy working there. His supervisor reported that he is doing his job well and is very pleasant to work with!” Though Ron was faced with unexpected challenges in his professional life, he has never given up his search for fulfilling employment. His perseverance and attitude are the keys to his success. Great work, Ron!



Mission Moments

Derek's Window of Opportunity

Alexander Graham Bell once said, "When one door closes, a window opens." This is what happened for Derek.

When Kim, a Tangram Program Manager, met Derek, she learned that he used to have a job taking tickets at a movie theatre, which he had enjoyed.

Knowing that he had been without a job for awhile, Kim approached Derek to see if he would like to volunteer. Kim's daughter had recently completed training to become a volunteer at the Indianapolis Zoo and she was struck by inspiration. "I thought, maybe Derek could volunteer at the zoo, too!" she remembered.



With that thought, a new window opened for Derek. When he lost his job at the movie theatre, it felt like a door had closed and that he lost his purpose. But Kim recognized another opportunity for Derek to stay active and connect to his community—through volunteering.

Derek spends an hour and a half at the zoo each week, where he provides re-entry hand stamps to the visitors who leave the zoo to eat in the picnic area.

"Derek is really excited because he gets free zoo passes, but he is also very proud. He told me he couldn't wait for his brother to get back from Japan so he could tell him about his new role as a volunteer," said Kim.

Kim and Tangram staff member completed volunteer orientation with Derek so they would be able to support him while he volunteers. "He loves it. He is just so happy!" said Kim.

We know Derek's summer will be full of adventures and the joy of volunteering!

Our Volunteers

Tangram's volunteers help the organization and those we serve in numerous ways! Volunteers serve on our board, lead activities like book club and music club for our clients, build friendships with those we serve, assist with special events, provide support at our office, and share their time and talents in many other ways, with the ultimate goal of creating extraordinary lives for those we serve. Here is a snapshot of some of the ways our volunteers made a difference last year! If you are interested in volunteering, please visit www.thetangramway.org/volunteer.



Volunteers Spotlight

In January, Tangram received a call from a student member of Kappa Kappa Psi, a national, co-ed band fraternity. Alex McGill, the Vice President for Programs for the Alpha Zeta Chapter of Kappa Kappa Psi at Indiana University, explained that the five chapters of Kappa Kappa Psi in the state of Indiana (from Ball State University, Butler University, Indiana State University, Indiana University, and Purdue University) were planning a combined day of service and would like to partner with Tangram to offer some music programming to the individuals we serve.



Knowing that opportunities to explore music are always popular among our clients, as evidenced by our long-running music club, Tangram jumped at the chance to work with the students on a music exploration event. The event was scheduled for March 24 and the students of Kappa Kappa Psi worked tirelessly to plan an event that would offer different ways for participants to experience music—including a live music component and four different interactive stations—dance, make-your-own maracas, drum circle, and boom whackers!

Tangram was tasked with finding a location to host the event. With 90 student volunteers expected and up to 50 participants, we reached out to our friends at the Boys and Girls Club of Hancock County, a United Way partner agency where Tangram recently started renting office space, and they graciously allowed us to use their space.

As the date of the event approached, Indiana's unpredictable spring weather struck! March 24th brought ten inches of snow to Central Indiana and forced us to postpone the event. But the student volunteers didn't let this turn of events dampen their spirits—they worked quickly to determine a new date, April 14, and gather volunteer sign-ups.

"It was a joy to work with this group of volunteers. They went above and beyond any expectations I had. I can only imagine what a massive feat of coordination it must have been to plan this event between five different chapters and among dozens of volunteers. Not only were they organized and thoughtful, but they didn't give up when the weather threw us a curveball. They embodied the true meaning of service in every way, and our entire organization is grateful to them," said Lindsey Hill, Tangram's volunteer coordinator.

Thank you to all of our volunteers who help make a difference. Tangram couldn't do it without you!

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Kevin and Joanna Sullivan

Chris and Angie Tyler

United Way of Central Indiana

Jim and Jeanne VanDyck

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Teresa Walla



Our Supporters

Tangram extends our most sincere thanks to all of our donors, corporate partners, volunteers, and other supporters who, through their generosity and advocacy, make it possible for Tangram to empower individuals with disabilities to build the lives they have envisioned for themselves.

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