



ANNUAL REPORT 2023

Step into  
the *light.*



# A Glimpse into Passionate Work

**Dear Friends,**

Over the course of the last year Family Service Society, Inc. and Grant Blackford Mental Health, Inc. merged together and united under the Radiant Health name and brand with a single vision in mind: Make mental health access easy. Both organizations recognize that doing business the way we were doing it was leaving a lot of people unserved and fearful or overwhelmed as they attempted to engage in care. Our call to action was to come together and find a way to make it easier so more people could access care and find a safe place to meet with experts.

We're attacking systems and processes to optimize them for the best possible client experience. We're investing in facilities to address gaps in care. We're bringing on new partnerships to broaden our expertise. We're changing the culture to ensure everyone feels welcome and knows they will receive the best, compassionate care from our experts. We're addressing quality across the entire organization and have adopted a continuous improvement mindset. We're taking risks and trying new things to innovate and improve on what we are being told needs to be addressed. At times we are failing forward as we learn then adjust to make things better for all involved. We're listening deeply to our employees, the community, and those in our care.

Please enjoy this inaugural annual report and take a glimpse of how our new organization is working hard to make mental health access easy. Together with our clients and our community, Radiant Health is creating a brighter kind of better.

Shine bright!



**Lisa Dominisse**  
*President / CEO & Donor*





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# Mission

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We are dedicated to building a healthier future in our region—a future in which everyone can access mental health care at any time, know that they will be treated by experts who are passionate, and can achieve lives that are rich and vibrant.

# Vision

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*We aim to be your trusted partner in life's journey toward well-being.*

It might sound simple, but we pour every fiber of our beings into this big idea, putting it at the center of our strategic plan and reminding ourselves of this purpose with each passing day.

# Board Members

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At the helm of Radiant Health is our esteemed Board of Directors, a cadre of committed volunteers who bring not just expertise but also a diverse wealth of perspectives to our mission. From mental health professionals to community leaders, each member serves as a pillar of knowledge and passion, collectively guiding our organization in delivering holistic, effective care.

This year, as always, our Board has been instrumental in ensuring we uphold our core values, adapt to emerging needs, and fulfill our pledge to make quality mental health services accessible to every facet of our community.

**DARREN REESE**  
*Past Chairperson*

**RUTH ANN MASIONGALE**  
*Chairperson*

**TYLER HUNT**  
*Vice Chairperson*

**CINDY FORTNEY**  
*Treasurer*

**ANNE DUNCAN**  
*Secretary*

**KEENAN DAVIS**  
*Director*

**STEPHANIE HILTON-SIEBERT**  
*Director*

**RUTH HOOK**  
*Director*

**BARBARA IHRKE**  
*Director*

**KYLIE JACKSON**  
*Director*

**REGINALD LIPSCOMB**  
*Director*

**MICHAEL MOFFITT**  
*Director*

**TAMMY PEARSON**  
*Director*

**STEVE QUADERER**  
*Director*

**CHAD YENCER**  
*Director*

# A Year of Transformation

## Dear Radiant Health Supporters,

As we reflect on the past year, the phrase “step into the light” takes on a profound significance. Radiant Health, born from the union of Family Service Society, Inc. and Grant Blackford Mental Health, Inc., has not only stepped into the light, but has also illuminated the path for countless individuals seeking mental health care. Our transformation into Radiant Health, marked by an invigorating brand and focused vision, represents a beacon of hope and change.

This year, we did more than just adapt; we evolved and thrived. Our transition wasn't just cosmetic—with a new website, social media, and branding. It was foundational. Our strategic plan was meticulously crafted and launched, setting the tone for a future where mental health care is accessible, comprehensive, and compassionate. We were bestowed with a substantial grant, enabling us to pioneer an acute care facility that promises to be a game changer in our services.

Amidst these transformations, we reimagined our existing spaces, ensuring they reflect the warmth and care inherent in our services. Our community events weren't just successful—they were moments of unity, awareness, and growth. These milestones were further enriched by forging new partnerships that increase our offerings and by extending our help to a record number of individuals.

Lisa's letter beautifully captures the essence of our new organizational spirit, and I'd like to echo that sentiment from the Board's perspective. Our journey this year has been about more than a merger; it's been about envisioning a world where the shadows of mental health struggles are dispelled by the radiant light of understanding, compassion, and expert care.

As we look forward to the bright future ahead, we are filled with gratitude for your unwavering support. It's not just about stepping into the light; it's about ensuring that no one has to stand in the dark. With each new day at Radiant Health, we're committed to making that vision a reality.

Thank you for joining us on this luminous journey.



**Ruth Ann Masiongale**  
*Board Chairperson*



# Outcomes By the Numbers



**7,662**

students reached in healthy relationship education



**4,141**

unique clients served in our buildings



**1,177**

clients received diagnostic evaluations

**101,4**



**657**

clients served in substance use care



**583**

clients served in inpatient care



**33**

clients served in support program



**2,359**

clients served in  
med clinic



**1,679**

clients served in  
outpatient care

**422**

services provided



**750**

calls answered on  
our 24-hour DV Helpline

3  
2

**9**

community  
programming



**235**

new clients to victim  
outreach services



**142**

clients served in  
school based care



# Strategic Plan

## Guided by Our North Star

This year marked a transformative moment for Radiant Health as we launched our strategic plan. Grounded in our North Star vision—“We are the trusted partner in life’s journey toward well-being”—this plan serves as our definitive roadmap to create meaningful, measurable change in our community. Over the next five years, the plan’s four pillars will navigate us toward becoming an unassailable force for mental wellness. **The Four Pillars:**

1

### Culture

Our people are our strength, and it starts here. Through fostering a culture of openness, connectedness, and empowerment, we’ll enable our staff to thrive, creating a ripple effect of excellence throughout the organization.

2

### Clients

As the heart of our mission, our clients deserve best-in-class care that is personalized, safe, and inclusive. We strive to be the provider of choice for all—meeting unique needs with compassion and expertise.

3

### Collaboration

Well-being isn’t a solo endeavor. Our vision of fostering internal and external collaborations aims to multiply our impact, as we reach out to partners within our walls and across communities.

4

### Community

We are more than caregivers; we are educators and advocates. By nurturing diverse relationships, we will strengthen community resilience, contributing to a broader journey toward mental and emotional well-being.

Through these pillars, Radiant Health is not only poised for transformation but also for spearheading a revolution in community-based mental health care. We invite you to join us in navigating this exciting journey, as we chart our course by our North Star.



# Staff Spotlight:

## Stacey E. Lohse

**Role:** Chief Operating Officer

**Years with Radiant Health:** 2

**Education:**

- M.A.. Health Leadership, Western Governors University
- B.S. Management, Grace College & Seminary

**Areas of Expertise:**

- Strategic Planning
- Business Strategy
- Human Resources
- Nonprofit Administration

**Why I do it?**

*"I have devoted my professional career to giving a voice to individuals that are marginalized, misunderstood, and struggling. I have had several individuals I love impacted by mental health and substance use issues."*



# New Year, New Look

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The past year has been a pivotal one for Radiant Health. Our transformation was driven by careful reflection on how we could better serve, connect with, and support our community. Every step we took was grounded in purpose, aiming to enhance our reach and impact.

As part of this transformative journey, we embraced our new identity as “Radiant Health” and introduced the tagline “A Brighter Kind of Better.” These changes are more than just a fresh look; they represent our renewed commitment to promoting mental health and well-being in our community.

## EMBRACING NEW IDENTITY

The christening of our organization as “Radiant Health” was more than a rebrand—it was an affirmation of our mission to cast a luminous beam on mental health and well-being. Our tagline, “A Brighter Kind of Better”, further captures this renewed spirit. Visually, our brand harmoniously melds the shades of plum and orange, a palette carefully chosen for its warmth, vibrancy, and therapeutic resonance. These colors are not merely aesthetic choices; they evoke a sense of solace, hope, and positivity.

The “thumbprint” icon, gracefully incorporated into our brand, holds a dual symbolism. It represents both the individuality of each person’s mental health journey and the expansive, positive ripple effect of Radiant Health’s dedicated endeavors.

## DIGITAL REVITALIZATION

In the digital age, a website serves as the front door to any organization. With this understanding, our new online space has been meticulously crafted to be more than just a portal—it’s a sanctuary. It boasts of features such as immediate access to assistance, multilingual support, and ADA compliance, ensuring that everyone, regardless of their background or challenges, feels seen, heard, and guided. For those venturing into the therapeutic realm for the first time, insights on what to anticipate serve to demystify the process, making mental health care less daunting.

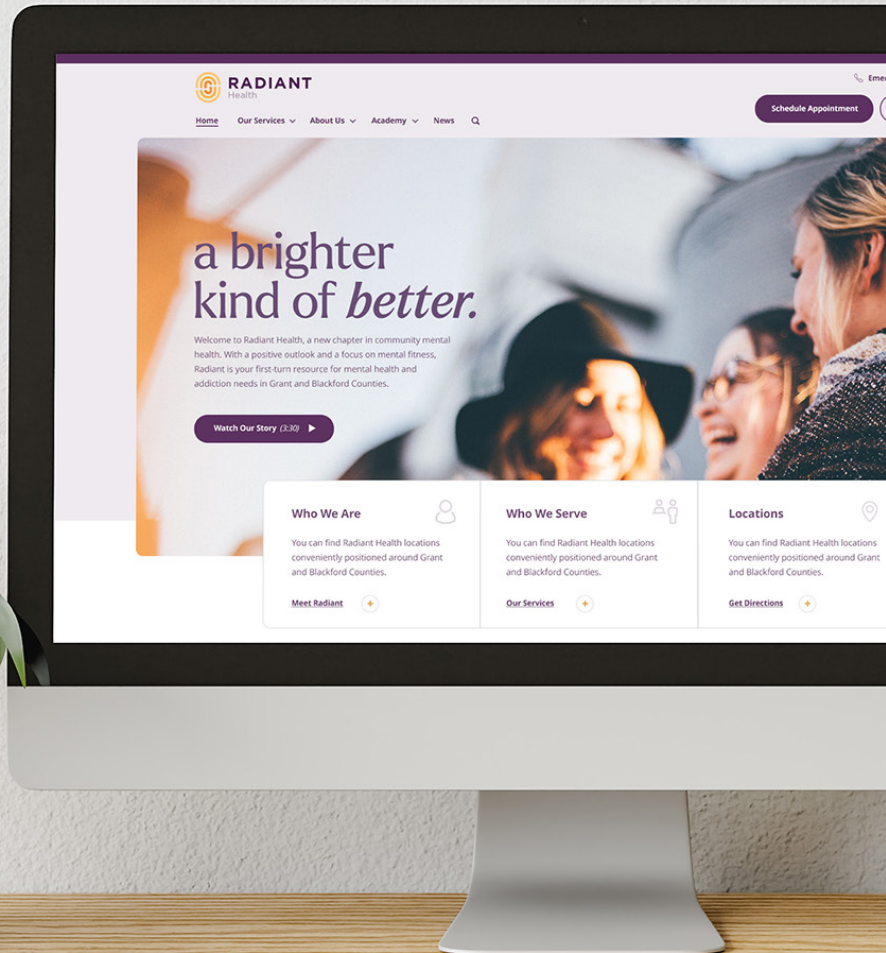
## THE SOCIAL & PHYSICAL

Our rejuvenated brand ethos seamlessly extends to our social media channels, translating complex mental health insights into accessible and engaging content. But the digital transformation is mirrored in the tangible, too. Our physical campuses have undergone a metamorphosis with refreshed signage and thoughtfully remodeled interiors. These spaces, steeped in our brand’s colors, are a testament to our dedication to fostering an environment that’s both therapeutic and welcoming.

Reflecting on the past year, it’s evident that these changes, while significant, are just the beginning. Every element of this evolution—from our vibrant colors to our state-of-the-art facilities—is a step in our continued journey towards a more compassionate, understanding, and radiant future. As we turn the pages of this annual report, let it serve as a testament to Radiant Health’s unwavering commitment to crafting a brighter, kinder tomorrow for all.



**RADIANT**  
Health™



# 2023 Financials

As we present the financial overview for Radiant Health’s fiscal year 2023, it’s essential to appreciate the broader context. This has been a transformative year for our organization, marked by significant achievements, challenges, and an unwavering commitment to our mission.

Our revenue streams, as shown, are diverse—ranging from gifts and donations to client fees and state contracts. This multifaceted approach allows us to maintain a sustainable model that continuously adapts to the needs of our community. Notably, our grant revenue and client fees underscore our efforts to expand and improve our services.

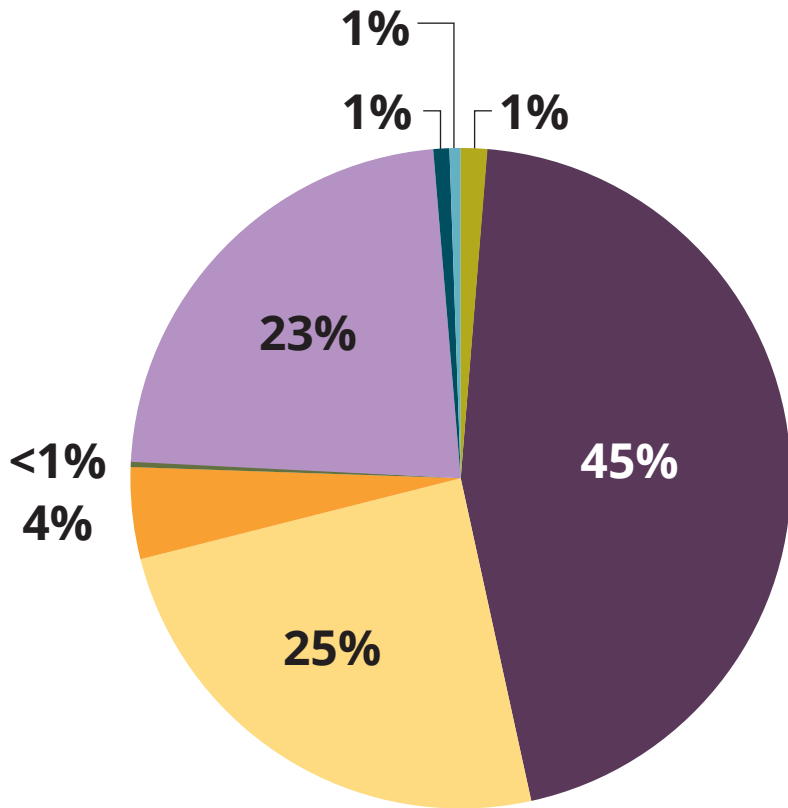
However, with growth come challenges. As indicated in our expenses, investing heavily in employee-related costs and operational expenses reflects our dedication to providing the best care and facilities. These investments, though substantial, are crucial to our long-term vision and the quality of care we pledge to our community.

It’s also noteworthy to mention the government’s conditional contribution, which has provided a helpful cushion to our finances. Additionally, the figures related to the gain and loss on the sale of assets showcase our efforts to optimize our resources.

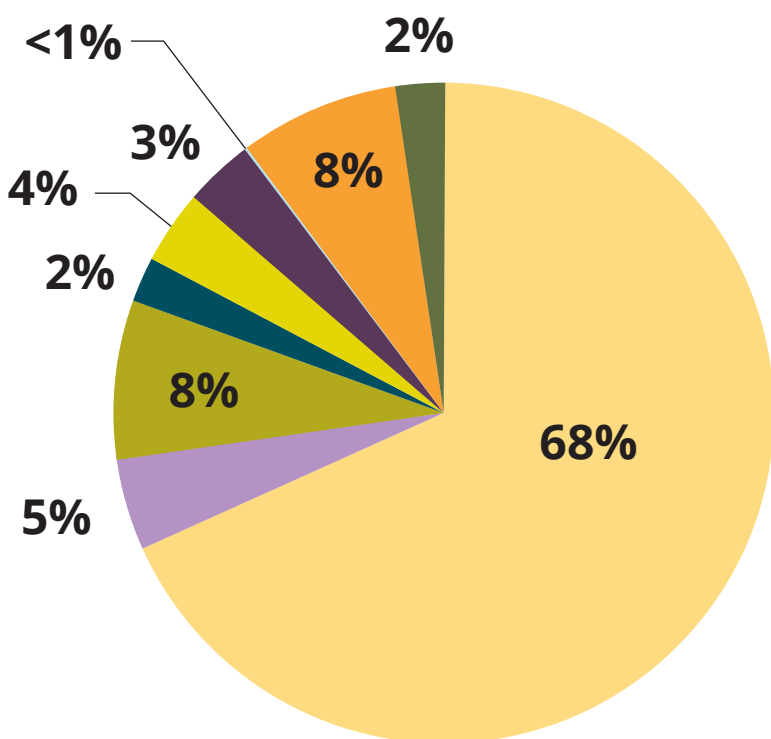
While we’ve encountered a deficit this fiscal year, it’s imperative to view this within the frame of our broader strategic goals—ensuring the highest standards of care, reaching more individuals, and continuously improving our infrastructure and services. Every figure represents a step, a decision, a commitment to the brighter future we envision for Radiant Health and the community we serve.

Revenue Sources	
Donations	228,281
Fee for Service	7,592,388
State & Federal Contracts	4,123,985
Local Contracts	755,209
United Way / Fund	36,750
Grant Revenue	3,840,103
Investment Revenue	137,533
Miscellaneous	93,177
	<b>16,807,426</b>

Expense Streams	
Employee Expenses	12,959,246
Client-Related Expenses	842,611
Contracted Staff and Services	1,478,049
Professional Services	413,824
Utilities	687,855
Facility Expense	628,704
Donor Development	36,482
Org. and Operating Expenses	1,493,174
Depreciation Expense	457,305
	<b>18,997,250</b>



- Donations
- Fee for Service
- State & Federal Contracts
- Local Contracts
- United Way / Fund
- Grant Revenue
- Investment Revenue
- Miscellaneous



- Employee Expenses
- Client-Related Expenses
- Contracted Staff and Services
- Professional Services
- Utilities
- Facility Expense
- Donor Development
- Org. and Operating Expenses
- Depreciation Expense



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Blackford United Way, Inc.



United Way of Grant County

