

By Symone C. Skrzycki

Jordan connects with case manager Emily Bradley at the Down Syndrome Association of Northwest Indiana Buddy Walk.



# IPMG

## EMBRACING TRUE GRIT

“Purpose, connection and community. Those are our three factors that have really resulted in IPMG (Indiana Professional Management Group) being recognized as one of the best places to work. As one of the three owners, I’m extremely grateful for the opportunity to work with such amazing people.”

*Ann Robertson, senior advisor for case management operations*

Case manager Brandi Clifford joins Doug and Michael as they work on art projects at Outside the Box, which supports individuals with intellectual and developmental disabilities.

### History and hallmarks:

- Provides case management services to individuals with intellectual and developmental disabilities
- Most employees, who collectively cover the entire state of Indiana, work out of their homes
- Staff: 283
- Founded: 2006
- Headquarters: West Lafayette
- “Case managers get the pleasure of visiting individuals wherever they live. They can see their everyday successes and hardships.”

### Virtual realities:

- E-newsletters spotlight inspiring case manager and client stories
- An online communication portal houses news, daily work updates and more
- Monthly webinars (featuring videoconferencing) promote education and interaction
- “We have to make sure staff feels supported and connected to this company in a very real way.”

### Familiar faces – and fun:

Company-wide events – held biannually – revolve around diversity awareness training, employee recognition and camaraderie.

“It’s a way to unite all of our employees and our company so that people feel like, ‘I’m not alone in this job in my house working. I have ongoing and never-ending support to do my job.’”

### Rising to the challenge:

- Employees bond – and playfully battle – during wellness competitions
- A registered nurse on staff leads online lunch and learn sessions on topics such as smoking cessation, weight loss and stress management

### Going ‘green’:

Decked out in lime shirts, employees form local teams and receive paid time off to participate in Community Service Day. Past beneficiaries include Habitat for Humanity, Riley Children’s Hospital and food pantries.

