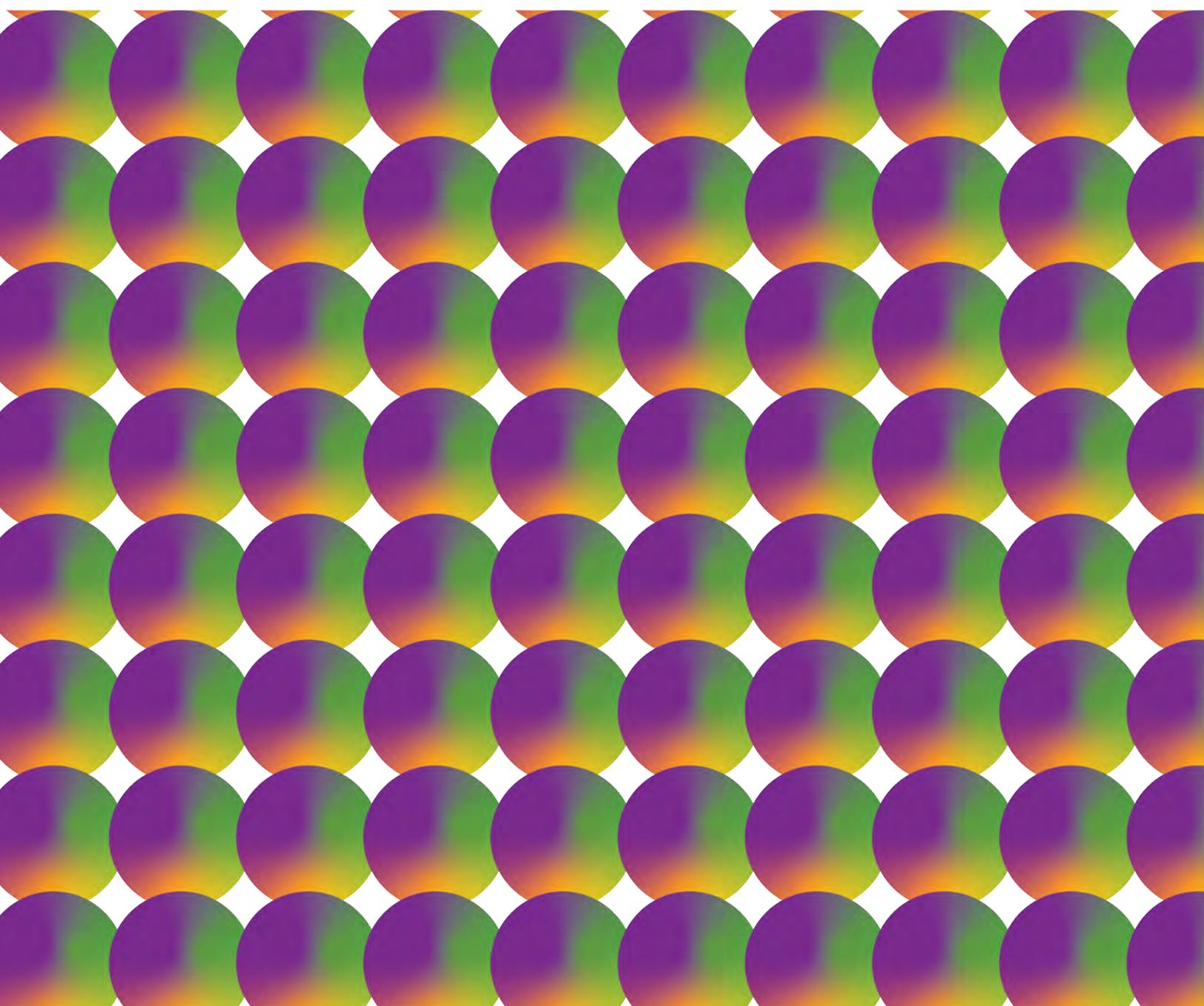




INDIANA PROFESSIONAL MANAGEMENT GROUP

2025 **Annual Report**



A Letter from IPMG CEO Karen D. Brummet

Dear Friends, Community Partners, & Employee-Owners,

As I reflect on 2025, it's hard to believe how quickly IPMG's 19th year of service has come to a close. As we step into 2026, we do so with deep gratitude as we begin our 20th year of providing person-centered services throughout Indiana. This important milestone offers an opportunity to celebrate two decades of supporting Individuals, families, and communities—and to reflect on the connections and commitments that continue to shape our work.

Connection remains at the heart of IPMG—connection to the Individuals and families we serve, to our community partners, and to one another as Employee-Owners. In 2025, this sense of connection was especially visible as more than 300 Employee-Owners came together at our fall Picnics in the Park across the state. These moments reinforced that while our work reaches thousands, we remain united by a shared purpose, values, and commitment to one another.

Throughout the year, IPMG continued to grow thoughtfully and strategically. We strengthened internal systems, invested in technology, and advanced long-term planning efforts that position us well for continued expansion and sustainability. As part of this work, we have been intentional about identifying opportunities to diversify our services, respond to evolving needs, and explore strategic partnerships that enhance our ability to deliver high-quality, person-centered supports. These strategic objectives are guided by

our mission and a clear focus on ensuring IPMG remains innovative, adaptable, and impactful for years to come.

Innovation continues to guide how we prepare for the future. By refining processes, introducing new tools, and using data to inform decisions, we are improving how we support Individuals in building their good lives—while staying grounded in the relationships that make our work meaningful.

I am deeply grateful to our Employee-Owners whose dedication, compassion, and willingness to grow have shaped IPMG over the past two decades. As we look ahead to 2026, I am energized by what lies before us. Together, we are honoring our history, strengthening our connections, and intentionally planning for a future defined by opportunity, collaboration, and continued growth.

I invite you to read IPMG's 2025 Annual Report to learn more about our work, our impact, and the people who bring our mission to life every day. Thank you for being part of our journey—I am proud of what we have accomplished together and excited for all that is to come.

Blessings,

Karen D. Brummet
Chief Executive Officer



About Our Company

Indiana Professional Management Group (IPMG) has a rich history as we were formed by a combination of founding companies who were pioneering case management services when Indiana's Home and Community Based Services program was established in the early 1990s. With a longstanding reputation for quality and experience in the state, we are proud to be recognized by Indiana authorities for our commitment to exceptional service.

IPMG is proud to offer person-centered services for Individuals and families utilizing Indiana's Home and Community Based Services program. As the largest provider of case management for Individuals with disabilities and wraparound facilitation for youth with behavioral and emotional needs, IPMG has a proved track record of leadership, innovation, and excellence. What sets us apart is our unique Employee-Ownership model, which fosters a culture of care and accountability throughout our organization.

Our Mission

The mission of IPMG is to be an exceptional organization that supports Individuals as they live their best lives.

WE DO THIS BY:

- *Working with Individuals, in collaboration with those who support them, to achieve their personal dreams, ambitions, and goals.*
- *Providing our Employee-Owners with the resources they need to do their jobs exceptionally well.*
- *Expanding the services our company provides and consistently performing at a best-in-class level.*

Our Vision

IPMG envisions the Individuals we support will live quality, self-determined lives as integral and valued members of their communities.

Our Commitment to Person-Focused

IPMG is committed to fostering an environment where all people feel welcomed and valued regardless of race, ethnicity, social background, religion, gender and gender identity, sexual orientation, age, or disability. At IPMG, we encourage, support, and celebrate the diverse voices of IPMG Employee-Owners and the Individuals and families we are privileged to serve.

Ethical Code of Conduct

IPMG believes a strong Ethical Code of Conduct is important to guide us as we serve and advocate for the Individuals that we are privileged to support. The Ethical Code of Conduct is designed to ensure that our services are provided in a manner that is respectful and professional.

Board of Directors & Chief Executive Team

FOCUSED ON GROWTH-GUIDED BY VISION
- BACKED BY DECADES OF SUCCESS

Board of Directors



Karen D. Brummet
*CEO, IPMG and Board of
Directors President*



Sharon Hearn
*Retired partner, Krieg
DeVault LLP and Secretary,
IPMG Board of Directors*



Larry Smith
*Founder & President,
Leading-Edge Advisory Firm*



Andrew Ball
*Co-CEO, Henriott Risk
Management & Insurance*



Stephanie Long
*President & CEO, North
Central Health Services*



Milton O. Thompson
*Of Counsel, Bleeke Dillon
Crandall and President &
CEO, Grand Slam*



Mark Flinchum
*Partner in Katz, Sapper &
Miller's Business Advisory
Group*



Ann Robertson
Retired Co-Founder, IPMG



Art Vasquez
*President, Indiana University
Health North Region*

Chief Executive Team



 **Karen D. Brummet**
Chief Executive Officer

A mission-driven and visionary leader, Karen provides strategic direction for IPMG's growth, innovation, and long-term sustainability. She strengthens statewide partnerships, advances person-centered services, and ensures IPMG remains responsive to the Individuals and communities it serves.



 **Angela Hunt**
Chief of Staff

Angela aligns strategy, communication, and operations across IPMG, ensuring organizational priorities translate into effective action and collaboration across departments.



 **Bruce Hayes**
Chief Financial Officer

Bruce leads IPMG's financial strategy and stewardship, supporting fiscal stability, responsible employee ownership, and long-term organizational health.



 **Carolyn Underwood**
Chief Operating Officer

Carolyn drives operational alignment and performance, translating strategic priorities into consistent, high-quality service delivery across Indiana.



 **Michael Wagoner**
Chief Compliance & IT Officer

Michael strengthens IPMG's compliance, technology, and data security infrastructure, supporting accountability, innovation, and scalable growth.



Shared Services



ESSENTIAL SERVICES SUPPORTING EMPLOYEE-OWNERS

IPMG's Shared Services provides the foundation that allows our programs and Employee-Owners to thrive by ensuring consistency, efficiency, and accountability across our organization while remaining responsive to the needs of the Individuals and families we are privileged to serve.

Our Shared Services team supports IPMG through Human Resources, Information Technology, Compliance, Professional Development and

Training, Marketing and Communications, and Administrative Operations. By providing reliable, responsive support, Shared Services helps our Employee-Owners spend more time where it matters most—alongside Individuals and families.

Shared Services is about connection and care so that all IPMG Employee-Owners can do their best work in supporting meaningful outcomes for those we serve.

Human Resources



 **Kinsie Bailey,**
Director of Human Resources

Kinsie oversees the Human Resources department and works closely with the other members of the Executive Team to align HR initiatives with the mission, vision, and long-term objectives.

In 2025, IPMG's HR team enhanced recruitment efforts by refining the Employee Referral Incentive Program which boosted Employee-Owner participation and attracted top candidates. Additionally, benefits and perks resources were revamped to highlight IPMG's unique advantages in the job market, including Employee-Ownership.

In 2025, we celebrated 8 internal promotions, reflecting our dedication to advancing our top talent. This focus on career development has directly contributed

to a stronger workplace, as evidenced by a nearly 4% year-to-date decrease in our turnover rate.

In May 2025, IPMG was honored with the Bell Seal for Workplace Mental Health from Mental Health America (MHA). This prestigious certification recognized our unwavering commitment to creating a mentally healthy workplace for all our Employee-Owners and highlighted our dedication to professional development, mental health-friendly benefits, work-life balance, and fostering a person-focused environment.

Recognizing the importance of mental well-being, IPMG's HR Director and HR Business Partners completed an 8-course program to become SHRM certified Workplace Mental Health Allies and collaborated with mental health expert Kristen Campbell who delivered insightful sessions focused on equipping Employee-Owners with strategies to prevent burn-out, build resilience, and cultivate high-performing teams.

IPMG's HR Business Partners facilitated impactful sessions on 'Addressing Underperformance Effectively' and legal training related to the Americans with Disabilities Act (ADA) and the

Family and Medical Leave Act (FMLA). These sessions ensured that IPMG Supervisors were well-equipped to manage performance and navigate legal considerations confidently.

To demystify our health benefits, IPMG's Benefits Specialist and Human Resources Business Partner led comprehensive training sessions covering all medical insurance options. These sessions empowered Employee-Owners to make informed decisions about their healthcare benefits.

Looking ahead, our focus remains on strengthening the foundation of our success—our Employee-Owners and IPMG's Human Resources Team remains committed to fostering a resilient, well-supported, and high-performing organization. By prioritizing talent development, mental health, and inclusive leadership, we are ensuring that our workforce remains engaged and equipped to deliver exceptional services to the Individuals and families we are privileged to serve.

IT & Corporate Compliance



 **Sam Flower**
Director of IT

Sam is responsible for IPMG's IT Team, technology strategy, cybersecurity, and IT operations, ensuring systems are secure, reliable, and aligned with company goals.

The IT and Corporate Compliance Department plays a vital role in protecting IPMG, supporting Employee-Owners, and upholding the highest standards of accountability and quality.

In 2025, the department achieved significant progress through collaboration, innovation, and proactive planning. A major milestone was the launch of IPMG's new internal landing page in January, completing a year-long modernization effort begun in 2024. Led by IPMG's Systems Development Coordinator, the platform created a single corporate login for all Employee-Owners, centralizing announcements, policies, benefits infor-



 **Murray Moorthy**
Compliance Coordinator

Murray is responsible for completing investigations, conducting audits, maintaining documentation, and coordinating training. He supports our accreditation initiatives, monitors regulatory changes, and ensures compliance with federal, state, and local regulations.

mation, and division-specific resources. This initiative replaced outdated systems, improved data organization, and strengthened connectivity across the organization. At the same time, the IT Team focused on identifying and closing IT security gaps, reducing the risk of cyber intrusion and reinforcing IPMG's data protection and resilience.

Compliance initiatives in 2025 delivered measurable and meaningful results. Enhanced training and increased awareness

strengthened IPMG's culture of compliance and safeguarding sensitive information. The organization also completed a successful CARF accreditation survey, an outcome that reflects a strong compliance framework and commitment to continuous improvement. Throughout the year, reliable IT support remained a priority, ensuring Employee-Owners had dependable access to the tools they need.

Looking ahead, IPMG's IT and Corporate Compliance Department remains focused on continuous improvement, innovation, and preparedness for a rapidly evolving regulatory and technology landscape. By investing in secure systems, proactive compliance practices, and scalable infrastructure, the team is positioning IPMG to adapt, grow, and respond effectively to future challenges. With a strong foundation built on accountability, collaboration, and excellence, the department will continue to support Employee-Owners and safeguard the organization—ensuring IPMG is well equipped to advance its mission well into the future.

Marketing & Communications



 **Lana Hunt,**
*Director of Marketing
and Communications*

Lana leads a team committed to boosting our strategy, elevating our voice, and more effectively sharing the impact of our company's mission.

In 2025, IPMG established Marketing and Communications as a dedicated department to strengthen strategy, elevate our voice, and more effectively share the impact of our mission. This investment reflects our commitment to ensuring Individuals, families, partners, and communities clearly understand who we are, what we do, and why it matters.

A key milestone was the launch of IPMG's new website, designed with accessibility, clarity, and ease of use. The site enhances how we connect with those we serve, and better showcases our services, values, and person-centered approach.

Community-focused outreach continued throughout the year, strengthening relationships and expanding awareness of IPMG across the state, and beyond. Through newsletters and regular communications, we highlighted the expertise of IPMG Employee-Owners and celebrated the successes, growth, and achievements of the Individuals we are privileged to serve.

Moving forward, the Marketing & Communications Department is setting the stage for deeper engagement and greater impact, ensuring all initiatives directly support IPMG's Mission, Vision, and strategic objectives.



SHARED SERVICES

Finance



 **Karen Nelson,**
Finance Controller

Karen and Samantha, along with other members of the finance team, manage IPMG's financial operations and work closely with the other members of the Executive Team to align financial initiatives with IPMG's mission, vision, and long-term objectives.

IPMG's Finance Department plays a critical role in ensuring the organization's stability, integrity, and long-term sustainability. Led by Karen Nelson, Controller, the department includes a Senior Financial Analyst, Accounting Specialist, and Eligibility Coordinator who together provide disciplined financial stewardship and oversight. The



 **Samantha Lowe,**
Senior Financial Analyst

team manages essential functions such as payroll processing, accounting, cash management, budgeting and forecasting, ESOP administration, and oversight of IPMG's investment portfolio—ensuring strong financial controls, regulatory compliance, and operational efficiency across the organization.

Beyond organizational stewardship, the Finance Department also supports IPMG's Mission at the Individual level. Through careful oversight and coordination, the team assists Individuals and families in maintaining Medicaid coverage, helping ensure continuity of services and supports. Their work safeguards IPMG's financial health while reinforcing responsible ESOP stewardship and promoting long-term sustainability through

sound financial management practices.

In 2025, the department expanded its scope to support IPMG's strategic growth initiatives by the creation of a Senior Financial Analyst position to lead financial analysis related to business development, including the evaluation of potential acquisitions and strategic partnerships.

Looking ahead, the Finance Department is focused on positioning IPMG for a strong and resilient future. As IPMG continues to evolve, the Finance team remains committed to proactive planning, innovation, and strategic partnerships—ensuring that IPMG is well prepared to grow, adapt, and continue delivering high-quality supports for years to come.

Committed to proactive planning, innovation, and strategic partnerships.

Professional Development & Training



 **Derick Abshire,**
Director of Professional Development and Training

Derick leads a highly qualified team consisting of a Learning Experience Specialist, Professional Development Specialist, and Program Training Manager whose expertise ensures that our professional development and training initiatives support Employee-Owner growth and excellence.

Committed to excellence, accountability, and innovation.

In 2025, IPMG established Professional Development and Training as a dedicated department demonstrating our dedication to equipping Employee-Owners with the knowledge, skills, and tools needed to expertly support the Individuals and families we are privileged to serve.

IPMG's Professional Development and Training Team has successfully designed, implemented, and managed comprehensive professional development systems for our statewide remote workforce. IPMG's established Learning Management System (LMS), ipmgUniversity, provides a technologically advanced platform for the delivery of training content.

The IPMG Professional Development and Training Team ensures the delivery of robust training programs that promote best practices, enhance workforce competencies, and ensure compliance with all applicable state and federal standards. IPMG's training model is built on principles of accessibility, accountability, and continuous quality improvement.

Throughout 2025, IPMG provided multiple Professional Development and Training opportunities, including the

Informational Webinar series and a new LifeCourse/Person-Centered Planning training. IPMG also launched a LifeCourse workgroup focused on strengthening the integration of LifeCourse philosophy into the daily work of Employee-Owners.

In 2025, the first group of Case Managers completed Centered for Impact, a five-part LifeCourse/Person-Centered Planning training, with plans to expand offerings to a quarterly schedule in 2026. The LifeCourse workgroup also launched Lunch with LifeCourse calls, which fostered peer learning and practical discussion on applying LifeCourse tools to support Individuals and families.

Looking toward the future, the Professional Development and Training team will continue its strong commitment to excellence, accountability, and innovation ensuring that training resources remain current, relevant, and aligned with evolving state and programmatic priorities, providing Employee-Owners with the knowledge and tools necessary to deliver exceptional services.

Case Management

PERSON-CENTERED CARE & COMPREHENSIVE SUPPORT

Under the leadership of Heather Sorrells, Director of Case Management, along with an amazing team consisting of an Associate Director, Assistant Directors, Regional Managers, and Supervisors, IPMG continued to excel in providing comprehensive Case Management services across Indiana.

Our expertise and knowledge of the Family Supports, Community Integration and Habilitation, Health and Wellness, and Traumatic



Brain Injury Waivers has enabled us to significantly impact the lives of tens of thousands of Individuals by offering personalized guidance and support. Our dedicated statewide Intake and Coverage Coordinators oversee the early engagement process, resulting in the efficient and timely completion of person-centered planning and facilitation of start of services, ensuring that Individuals begin receiving needed supports as quickly and effectively as possible.

Case Management



Heather Sorrells, *Director of Case Management*

Heather is responsible for overseeing and directing the Case Management program, ensuring best-in-class service delivery, while upholding the Core Values and Mission of IPMG.

We were thrilled to share the amazing results of the 2025 Bureau of Disabilities Services survey of Case Management companies that showed the satisfaction of the Individuals we serve on the Family Support and Community Integration and Habilitation waivers exceeded results from the previous year and rated us higher than our competitors. Our teams work diligently to educate Individuals on navigating their options, setting achievable goals, and coordinating a broad spectrum of services to enrich their lives,

while also ensuring access to vital non-waiver services like medical and social supports.

In 2025, IPMG's Case Management Division achieved several meaningful milestones that strengthened quality, consistency, and professional growth. The division successfully completed its fifth CARF accreditation survey, reinforcing IPMG's long-standing commitment to excellence, accountability, and person-centered practices. Internally, the launch of Lunch with LifeCourse created a shared

Person-centered support is at the heart of everything our Case Management teams do.

learning opportunity for all Employee-Owners, promoting a deeper understanding of person-centered thinking and supporting consistent application of LifeCourse principles across the organization.

The division also completed the integration of all four waiver case management types into a single, unified division—an important

step toward greater alignment, efficiency, and collaboration. This integration supports a more seamless experience for Individuals and families while strengthening internal communication and shared standards of practice. In addition, IPMG case management leadership and staff shared their expertise beyond the organization by presenting on case management and person-centered planning to advocacy groups and at regional conferences, further establishing IPMG as a trusted leader and voice in the field.

Heading into 2026, we look forward to continuing our efforts in Case Management and collaborating with Indiana's Family and Social Services Administration and Bureau of Disability Services as Indiana moves toward the waiver re-set, a major, multi-year initiative to overhaul and consolidate Indiana's four existing Home and Community Based Services waivers. The strength of our foundation and the unwavering dedication of our teams suggest a future of even greater achievements and expanded services; all aimed at enhancing the lives of the Individuals we have the privilege to serve.



Wraparound Facilitation

EMPOWERING EACH FAMILY & HELPING CHILDREN THRIVE

IPMG's Wraparound Services Department experienced a year of strong progress and meaningful impact in 2025. Led by Director Janet Brummett and supported by a dedicated team of Regional Managers, and Supervisors, the program continued to grow steadily and exceeded 500 participants in 2025. The service area expanded by five additional counties, increasing coverage from 78 to 83 counties across Indiana.

In addition, IPMG played a key role in significantly reducing the statewide waitlist for wraparound services, contributing to a decrease from approximately 150 Individuals at the beginning of the year to around 40 by year's end.

Wraparound Facilitation



 **Janet Brummett,**
*Director of Wraparound
Facilitation*

Janet leads IPMG Wrap-around Team by implementing processes and procedures, ensuring ongoing precision, and oversight of wraparound supervisory staff, while upholding our mission and vision.

Quality, fidelity, and accountability were central priorities, and we are proud that IPMG's Wraparound program successfully achieved accreditation in 2025 through the Commission on Accreditation of Rehabilitation Facilities (CARF) survey. This significant milestone reflects the program's strong adherence to nationally recognized standards of quality and best practice.

This achievement affirms IPMG's commitment to accountability, continuous improvement, and delivery of high-quality,

person-centered wraparound services to Individuals and families across Indiana.

The Wraparound team remained active in education, outreach, and collaboration throughout the year. Janet Brummett presented an overview of wraparound services at the National Association of Case Management's national case management conference for the second consecutive year, helping elevate understanding of the model and its impact. Supervisory staff provided cross-training during case management regional meetings,

*Committed
to quality,
fidelity, and
accountability.*

strengthening collaboration and shared knowledge across service lines. The team also participated in numerous marketing and outreach events, increasing awareness of wraparound services, and reinforcing IPMG's presence as a trusted provider.

Investments in staff development and retention also advanced throughout the year. Onboarding and initial training materials were

updated to better support new Employee-Owners, and whole-team group supervision meetings were implemented twice annually, enhancing connection, consistency, and professional growth.

Looking ahead, Wraparound Services will continue to build on this momentum by refining processes, deepening staff development, and adapting to system changes—while maintaining a strong commitment to high-quality, person-centered supports for Individuals and families across Indiana.



Serving Individuals & Families

FOCUSED ON GROWTH-GUIDED BY VISION
- BACKED BY DECADES OF SUCCESS

Through nearly two decades of work, IPMG offers unmatched experience, infrastructure, and statewide capacity to provide excellent Case Management and Wraparound Facilitation to over 16,000 Individuals we are privileged to serve. Our long-standing presence, highly trained team, and person-centered approach ensure that Individuals and families receive the support they need to live fulfilling, self-directed lives.

IPMG is dedicated to serving a diverse group of Individuals across various ages, backgrounds, and needs, including those living with physical disabilities, intellectual and developmental disabilities, mental health challenges, and health-related concerns. Everyone we serve has a unique story, and our mission is to empower them to lead fulfilling lives, tailored to their personal goals and aspirations.

We work closely with Individuals to understand their strengths, challenges, and preferences, developing customized care plans that support their independence, community involvement, and overall well-being. Whether it is assisting with daily living activities, navigating healthcare systems, securing employment, or fostering social connections, our approach is always person-centered and holistic.

Our commitment extends beyond the Individual to include their families and support networks, ensuring a collaborative effort in achieving the best possible outcomes. At the heart of our service is a belief in the potential of every Individual to grow, thrive, and contribute to their community in meaningful ways.

Support Services

Innovative Approaches and Accessibility

At IPMG, we're dedicated to improving the waiver experience and quality of life for the Individuals we serve. Our Accessibility Plan aims to eliminate barriers, offering a range of accessible informational resources on our website to simplify the waiver process for Individuals and their families. Our Field Support Coordinator facilitates access to necessary home modifications and medical equipment, underlining our commitment to comprehensive support and accessibility for Individuals.

Support for Medicaid Eligibility

Our Eligibility Coordinator provides essential support in navigating the complexities of Medicaid eligibility, helping Individuals and their families understand various health and financial services through informational webinars, Medicaid updates, and personalized support.

iConnect with Friends

For over 8 years IPMG has maintained a proprietary, statewide, and continually updated resource database known as iConnect with Friends. This resource, accessible through IPMG's website, is a tool for organizing community resources, events, activities, and clubs, including those specifically for Individuals with intellectual and developmental disabilities.

Focused Advocacy

Led by Heather Sorrells, our Legislative Committee engages in vigilant advocacy, focusing on legislative developments that could impact the Individuals we serve, striving for policies that enhance their lives.

Indiana Disability Resource Finder

IPMG maintains a strong, collaborative partnership with the Indiana Disability Resource Finder organization, leveraging its statewide directory to help Individuals locate service providers, healthcare resources, transportation options, social supports, and community-based programs tailored to their needs. We actively promote, contribute to, and elevate Finder as a shared community tool featuring it on our website to ensure that Individuals, families, and community partners can easily access the directory.

IPMG Informational Webinars

Our webinars serve as a key resource for distributing community resource information. Providing up-to-date information on community programs, services, and statewide supports and are open to case managers, service providers, Individuals, families, and the broader community. The webinars equip our professionals and community members with essential knowledge to navigate available resources effectively. All webinar recordings are publicly accessible on IPMG's YouTube channel, allowing ongoing access to valuable resource information after the live events.

IPMG Local Resource Expertise

IPMG's Case Management and Wraparound Facilitation Professionals live and work in the communities they serve, giving them firsthand knowledge of local organizations, cultural dynamics, gaps in services, and emerging resources. They maintain regular contact with schools, healthcare providers, social service agencies, advocacy groups, and neighborhood organizations, ensuring their resource knowledge stays current and community specific. Each regional team collaborates through internal communication channels to share new resources, provider updates, and community-based opportunities. This structure ensures that innovations discovered locally are quickly disseminated statewide.

Support for Employee -Owners

FOCUSED ON GROWTH-GUIDED BY VISION
- BACKED BY DECADES OF SUCCESS

At IPMG, we are deeply committed to fostering an environment where our Employee-Owners can thrive, both professionally and personally. Our annual report highlights the multifaceted support systems and initiatives designed to nurture our team's growth, well-being, and success.

Promotion and Internal Growth Opportunities

2025 was a year of growth and development as IPMG continued to strengthen its leadership structure through strategic internal promotions and the creation of key leadership roles that support growth, accountability, and organizational excellence. New and expanded positions—including Chief of Staff, Chief Compliance and IT Officer, Director of Information Technology, Director of Wraparound, Director of Professional Development

and Training, and Compliance Coordinator—reflect a deliberate investment in leadership capacity and long-term sustainability. These roles enhance cross-departmental alignment, reinforce compliance and technology infrastructure, and support the ongoing development of IPMG's Employee-Owners.

IPMG continues to invest in its Employee-Owners through the ipmgLEAD leadership development program, designed to strengthen leadership capacity and support professional growth across the organization. In June 2025, the inaugural cohort successfully completed the 18-month program, marking an important milestone that was celebrated with a graduation honoring their commitment and achievement. This investment reflects IPMG's dedication to developing strong leaders from within and building a sustainable future grounded in Employee Ownership.

Investing in our Employee-Owners

Wellness & Health Initiatives

IPMG is committed to supporting the total health and well-being of all Employee-Owners including their physical, mental, and emotional health, and work-life balance. The IPMG Employee-Owner Health and Wellness Committee, led by IPMG's RN Consultant offers comprehensive resources on wellness topics, Employee-Owner benefits, and health and wellness challenges to support the overall wellness of IPMG Employee-Owners.

Human Resources Development

Our HR Department has embraced a Business Partner Model, enhancing our ability to attract, develop, and retain a diverse and high-performing workforce. The introduction of a Benefits Specialist and the achievement of SHRM certification by our team underscore our commitment to employee support and development. The IPMG HR Team is continuously looking at ways to improve the support provided to our Employee-Owners by one-on-one connections and supervisor trainings aiming to foster a supportive and engaged workplace culture.

Management & Support Structures

IPMG actively supports Case Managers, Wraparound Facilitators, and Shared Services Employee-Owners with regular in-person office hours, webinars, and meetings to ensure ongoing technical support, problem-solving, peer mentoring, and professional development. Monthly webinars keep all staff informed on the latest company updates and practices.

IT & Corporate Compliance

IPMG's IT and Corporate Compliance Team, led by Michael Wagoner, Chief Compliance and IT Officer, is dedicated to continually enhancing our support systems to ensure IPMG Employee-Owners have the latest in technology to provide best-in-class services to the individuals we support. This support includes an IT help ticket system, troubleshooting guides, and trainings. Additionally, this team supports IPMG's rigorous standards by ensuring our continued CARF Accreditation, implementing comprehensive compliance training, and bolstering privacy and security measures, all of which fortify IPMG's commitment to excellence and security.

Employee Advisory & Engagement

The IPMG Corporate Employee Advisory Committee (EAC) serves as a representative committee to celebrate successes, gather input from IPMG Employee-Owners, make recommendations on implementation of change related to company culture or new programs and initiatives, and address issues of concern to support all Employee-Owners of IPMG. Additionally, each Division has their specific Employee-Advisory Committee, further facilitating targeted discussions and feedback within specialized areas.



SUPPORT FOR EMPLOYEE-OWNERS

Fall Picnics in the Park

In 2025, IPMG strengthened connection and community through our 2nd Annual Picnics in the Park, bringing together more than 300 Employee-Owners across multiple regions. These gatherings provided meaningful opportunities to connect across teams, celebrate shared accomplishments, and hear directly from IPMG's Executive Team about the future of our Employee-Owned organization.

Picnics were held in Greenwood, Huntington, Jasper, Merrillville, and West Lafayette, each reflecting the same spirit of collaboration, appreciation, and purpose. From laughter and conversation to reflections on growth and innovation, these events reinforced what makes IPMG strong—our people.

Your energy, teamwork, and commitment continue to shape IPMG's culture and future.

Thank you to every Employee-Owner who joined our 2nd Annual Picnics in the Park!



Huntington Memorial Park



The Parklands of Jasper



Happy Hollow Park West Lafayette



Hidden Lake Park Merrillville



Westside Park Greenwood

SUPPORT FOR EMPLOYEE-OWNERS



100%

Employee-Owned

In 2025, IPMG celebrated eight years of being an Employee Stock Ownership Plan (ESOP) organization, a transformation that vested full ownership to our committed employees. Governed by federal guidelines, the ESOP framework provides a path for Employee-Owners to augment their retirement savings while directly sharing in the company's success.

Throughout the year, IPMG's leadership and Board of Directors continued to drive the company forward, valuing the contributions and feedback of Employee-Owners. The ESOP Communications Committee played a key role in ensuring transparent communication about the ESOP, managing an app designed to keep Employee-Owners informed with resources, updates, and a platform for inquiries.

As Employee-Owners watch their company's equity grow—a benefit provided at no extra cost—they gain the unique opportunity to impact and share in IPMG's achievements. This stake in the company's prosperity, alongside their retirement plans, offers a tangible connection to the company's performance.

As we move forward, IPMG remains dedicated to our mission, supporting Individuals with a team of Employee-Owners skilled in navigating the complexities of the Medicaid Waiver system, ensuring our continued growth and impact.



Strengthening Systems, Advocating for Change

In 2025, IPMG remained deeply committed to community involvement through education, collaboration, and advocacy. Our work extended beyond service delivery to strengthening systems, building partnerships, and advancing policies that support Individuals and families across Indiana.

IPMG continued to collaborate closely with state agencies including the Division of Disability and Rehabilitative Services (DDRS), Department of Child Services (DCS), and Division of Mental Health and Addiction (DMHA). Members of IPMG's Leadership Team served on local, state, and national boards and committees, reinforcing our role as a trusted partner and advocate.

Our community partnerships included organizations such as The Arc of Indiana (Circle of Support member), the National Association of Case Management (charter member), Self-Advocates of Indiana, Special Olympics Indiana, Autism Society of Indiana, Hartford House Child Advocacy Center, and the 1441 Veterans Foundation. Through these collaborations, IPMG helped expand access to resources, education, and inclusive opportunities.

Advocacy remained a priority through IPMG Day at the Statehouse, where Employee-Owners and leadership met with state legislators and the Governor to share perspectives from the field and advocate for policies that strengthen services, support the workforce, and improve outcomes for Individuals served.

At IPMG, community engagement is not separate from our mission—it is essential to it.



Looking Forward

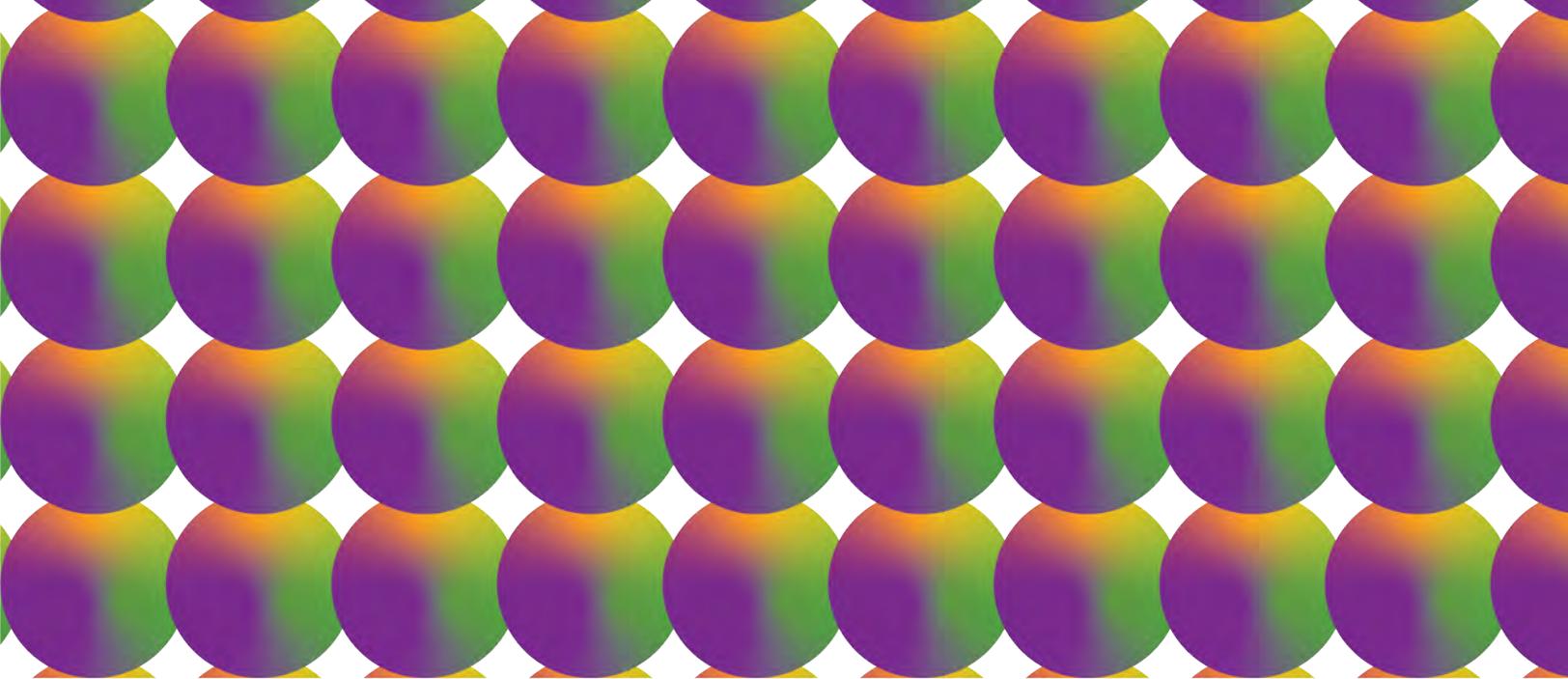


As we reflect on 2025, connection and commitment stand at the heart of IPMG’s work and progress. Throughout the year, these themes were evident in the relationships built with Individuals and families, the investments made in Employee-Owners, and the partnerships strengthened across communities. Each achievement reflects a shared dedication to collaboration, trust, and purpose-driven service.

IPMG is proud and excited to celebrate its 20th anniversary in 2026. With gratitude for the journey that has brought us here, IPMG enters this milestone year committed to honoring the past while continuing to evolve and grow. Looking

ahead, we are focused on thoughtful expansion, diversifying our services to better meet the changing needs of Individuals and families, and exploring strategic partnerships that strengthen our impact and extend our reach. These efforts are grounded in careful planning, innovation, and a commitment to long-term sustainability.

Guided by strong values and a deep sense of responsibility, we remain dedicated to building lasting connections, advocating for positive change, and delivering high-quality, person-centered supports—ensuring IPMG is well positioned to serve communities across Indiana for years to come.



Partnerships



Circles
of Support

Individually, we are one drop. Together, we are an ocean.



Contact

Indiana Professional Management Group, Inc. (IPMG)

3000 Kent Ave Suite 2502, West Lafayette, IN 47906

Customer Service: 866-672-4763

After Hours Crisis Line: 800-878-9133

Wraparound Customer Service: 765-464-2991

EMAIL: CUSTOMERSERVICE@GOTOIPMG.COM

FAX: 765-463-5509