



IMPACT REPORT

2025



“ WE ARE *BOUNDLESS*”

Every year, I am reminded that the true strength of Boundless isn't found in our buildings, our programs, or our statistics — it's found in the people who choose to walk this journey with us. By opening this report, you've joined that community. Thank you for taking the time to understand the impact that your belief in Boundless makes possible.

This impact report is more than a collection of numbers or accomplishments. It is a reflection of the moments that matter most — the quiet breakthroughs, the hard-won victories, and the small acts of love that become lifelines for the individuals and families we serve. You'll read stories of hope, stability, and newfound independence, all made possible by a team that shows up every day with compassion, creativity, and determination.

Our purpose in sharing these stories is simple: to honor the people at the heart of our mission. The families who trust us. The staff who give their whole selves to this work. The partners and donors who ensure we can continue to meet needs that can't wait. And you — the reader — whose interest and care strengthen our foundation and help carry this mission forward.

As you turn the page, I hope you feel proud. Inspired. Connected. Because the impact you see here does not happen without a community that believes in the *boundless* potential of every person we serve.

Thank you for being part of this work.

Warmly,



Patrick Maynard

President & CEO

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Our Mission in Action

Two Smiles, One Beautiful Breakthrough

At Boundless, we believe that every person, no matter their age, ability, or past experiences, deserves to feel safe, respected, and cared for. Sometimes that journey begins in a place you wouldn't expect: a dentist's chair.

For years, dental care has been one of the biggest healthcare barriers for people with intellectual and developmental disabilities (I/DD). Many patients are sedated under full anesthesia just to get a routine cleaning. Some simply go without regular care at all. This year, two people, Billy and Dream, helped prove

that there is another way.

Billy is an adult with I/DD who had never experienced a "regular" dental appointment without being sedated or using a papoose wrap before coming to Boundless. A papoose wrap is a tool that some individuals prefer that helps them feel more comfortable and stay still during medical or dental procedures. It provides a swaddled, secure feeling, or helps others with natural uncontrollable movements in their arms or legs that could make the appointment unsafe. It can help patients complete their dental appointment without

Two Smiles, One Beautiful Breakthrough

needing sedation anesthesia. However, even with the papoose wrap, Billy was alarmed by the loud tools and unfamiliar touches and his dental care was stressful for everyone involved. His guardian hoped for something better: that Billy might someday sit through a cleaning independently, with dignity, not fear.

Dream is a young child with I/DD who had never been to the dentist before. Her guardian worried that the wrong first experience might traumatize her forever. Dream struggled with severe anxiety and stayed hidden behind her guardian's legs, afraid to even look at the providers.

Both entered our dental skills building program months apart, but they walked the same path of courage.

With the help of Timmy, Boundless' skills-building behavior specialist, both Billy and Dream started making small steps and gains toward their goals. Billy practiced leaning back in the chair for just a few minutes at a time. Dream played in the sensory room, pretending to cook "hot dog soup" in the toy kitchen until she felt safe in the space.

Billy learned coping skills like holding scented stress balls and clapping and clasping his hands together in a rhythm called "Happy Hands" when he felt stressed through verbal prompting and modeling. Dream learned through play, by polishing the teeth of Danny the Dinosaur and using a tiny mirror to "check" his smile.

Slowly but surely, something beautiful happened.

Billy began opening his mouth for the dental mirror, first for seconds, then for minutes. Dream started running into the room laughing instead of hiding behind her guardian. Billy tolerated the sounds of suction and polishers. Dream let the hygienist "practice" on her teeth with real equipment, smiling as she got to choose which side to polish first.

Every appointment was another step forward, another gentle victory. It wasn't just about building skills; it was about building trust.

Then came the big days: their official cleanings.

After six months of patience and practice, Billy sat in a dental chair with no papoose wrap and no sedation. He completed a full cleaning and X-rays independently for the first time in his life. He watched

California train videos and grinned through the whole appointment. There were no behaviors triggered from stress. No resistance. No fear.

When Dream arrived for her first official cleaning, she hesitated until Timmy and Dominique, a familiar dental assistant, sat with her on the floor and played, just like always. Within minutes, she burst into giggles, climbed into the chair, and let the dentist complete a full cleaning. She left with a sparkling smile and a sense of pride only a child can carry.

Two very different people. One shared truth: With patience, laughter, and love, high quality care becomes possible.

Billy and Dream didn't just learn how to sit in a dental chair. They learned that they are safe. That they are capable. And that their smiles are worth every ounce of effort.

That is the true impact of Boundless care. Keep reading to see more ways Boundless care has made an impact in real lives this year.

To start your dental journey with Boundless, visit

iamboundless.org/get-started

or call 1-800-409-2729.

Boundless by the Numbers

Our programs focus on:

- Intellectual & Developmental Disabilities (I/DD)
- Autism Spectrum Disorders
- Mental Health & Substance Use Disorders
- Primary Care & Dental Needs
- Speech & Communication Needs

We Have...
~3,300
Staff Members

2025 Service Summary

Individuals Served: **6,970**

People have accessed a total of 238,175 services provided

Where We Served:

7 Centers across Ohio providing behavioral health and education services.

23 Facility based residential settings serving 166 clients in intermediate care facilities.

Center-Based Services: 127 clients, 37,106 services.

4 Day, Facility-Based & Community Programs across Ohio, providing both mental health and adult day services.

4 outpatient healthcare settings providing primary care, dentistry, or behavioral health – in-person or via telehealth.

Adult Day Services: 403 clients

Health & Wellness Services:

Respite: 109 clients in facility based respite.

Dental: 609 patients

School-Based / After-School Programs: 58 clients, 3,232 services

Primary Care: 730 patients

Behavioral Health Services: 1,984 therapy and case management patients

Community Behavior Services: 207 patients

Boundless serves in 14 schools, daycare centers, and after school programs across the state.

Satisfaction Rates

- 94%** Residential Program Satisfaction
- 89%** Behavioral Health Satisfaction
- 93.17%** Community Integration Services (CIS) Satisfaction



People Behind the Progress

Spotlight on Excellence: Hannah Clark

Hannah Clark, People & Culture (P&C) Generalist, has been an integral part of Boundless for four and a half years. Her impact goes far beyond her job description; she consistently steps in to ensure that Boundless' work continues seamlessly, even in times of transition. From serving as an interim Business Development Manager to supporting vacant positions, Hannah has stepped in wherever and whenever needed and always exceeds expectations.

“There's so much I can say about Hannah. Her light has shined so bright in 2025, and I'm excited to see it shine even brighter in 2026,”

said Quiana Tolliver, Director of People and Culture.

“She truly embodies all of the core values of Boundless.”

New Message: Hannah Clark - WOW!

From: Grant Hanrahan, Compliance Manager
Sent: August 20, 2025, 3:08 p.m.
To: Quiana Tolliver, Director of People & Culture

Hey! I wanted to expand on what I started to say yesterday. Hannah is wonderful to work with. I have had great interactions with her since I started with IAB. Her communication is excellent, she is on top of her duties, and she is responsive anytime I have needed something. She calls or messages with questions or when needing clarification, and shares when she runs into a roadblock that might impact Compliance. Our interactions have increased in my new role, and she is just so incredibly reliable. I really can't say enough good things about her.

Grant Hanrahan

What makes Hannah truly stand out is her hands-on approach to support. She doesn't just send an email; she picks up the phone, joins a call, and makes sure people feel comfortable and equipped to move forward. Her approachable style has strengthened collaboration between P&C and other departments at Boundless. By guiding employees through P&C processes, Hannah has played a major role in shaping the way P&C is viewed by employees. This shift has built trust and connection across teams, empowering managers to focus on what matters most: providing quality care and building lives without limits.

Hannah's Key Contributions:

- **Strategic Impact:** Hannah's work behind-the-scenes ensures that other Boundless employees can focus on delivering person-centered care and creating opportunities without limits.
- **Manager Toolkit Launch:** During Hannah's interim position, she played a pivotal role in creating and rolling out resources that equip managers to lead effectively.

- **New Program Support:** During the acquisition of a new program in Dayton this fall, Hannah was by Quiana's side—onboarding third shift staff at 6 a.m. and ensuring uninterrupted operations, even when tasks fell outside of her role.
- **Culture Champion:** Hannah's efforts reflect Boundless' mission by fostering a culture of empowerment, excellence, love, respect, and well-being.

At Boundless, people like Hannah make it possible for others to deliver on our mission—building a world that realizes the boundless potential of all people. If you're looking for a career where your contributions create real impact, where collaboration and care are at the heart of everything we do, join us at Boundless. Build your career with a team that empowers, supports, and celebrates you every step of the way.

To explore careers at Boundless, visit

iamboundless.org/jobs.

3,300
current total staff members

74%
staff retention
(national average is 50-70%)

4 years 9 months
average tenure

52,682.7 Training hours completed through
47,364 courses

Training Hours Broken Down:

38,470.86
hours of Relias training

6,094
hours of medication administration training

8,444
hours of crisis training

745
hours of CPR-first aid training

Accreditation

At Boundless, our dedication to quality is demonstrated through the rigorous certifications and accreditations we uphold, including:



CARF (Commission on Accreditation of Rehabilitation Facilities)



OMHAS (Ohio Mental Health and Addiction Services)

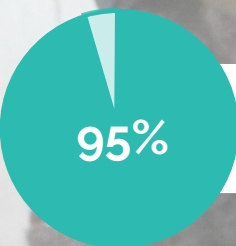


DODD (Ohio Department of Developmental Disabilities)

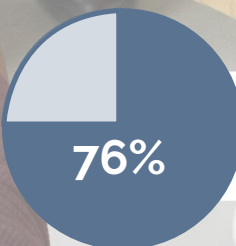


ODH (Ohio Department of Health).

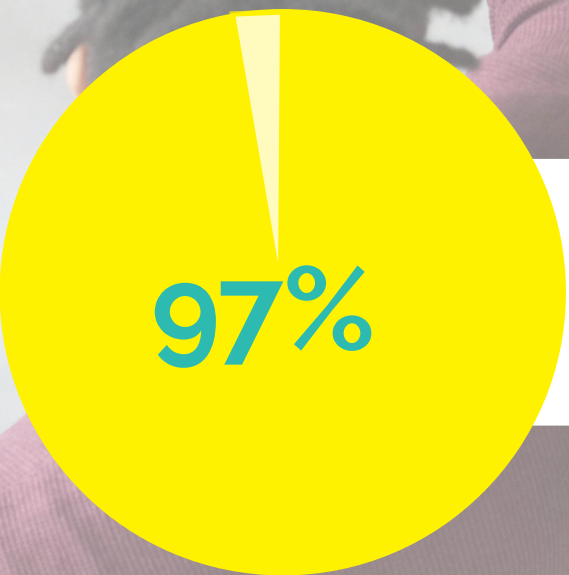
These standards ensure that our programs consistently meet nationally and state-recognized benchmarks for safety, effectiveness, and person-centered care. By maintaining these accreditations, we strengthen trust with the individuals and families we serve, equip our teams with best practices, and foster a culture of continuous improvement. These requirements also drive comprehensive staff training and compliance initiatives, ensuring our workforce is prepared to deliver services that exceed regulatory expectations. This commitment directly translates into better outcomes and reinforces our mission to help people live boundless lives.



of new hires stated they were likely to stay at least 12 months



of new hires felt very connected to their team by week 6



of new hires would recommend a friend or family member work for Boundless



Stronger Together

A Recipe for Growth: Michael's Story

Some bakeries fill a community with sweet smells, but this one fills it with something even richer: belonging. At Confection Connection, every batch mixed and every skill learned becomes part of a larger story — one where people grow braver, stronger, and more connected with each passing day.

The Confection Connection Bakery, a Boundless vocational program in Brunswick, Ohio, not only provides its local community with tasty treats but also teaches individuals with I/DD skills that support independence while fostering new relationships

between coworkers. The vocational program is more than a work opportunity; it is an invitation for individuals and their families to grow with Boundless staff, creating authentic relationships built to support the individuals served in reaching their full potential.

Michael, a 25-year-old vocational program participant who became a peer mentor and Boundless employee, was recruited to the Connection Confection in early 2024. The welcoming and supportive environment charmed Michael and his mother and rapidly became a catalyst for Michael's personal growth and

professional achievement. Within 8 months of learning the bakery's ins and outs, Michael was promoted from production baker to peer mentor, a role in which he could grow his leadership skills both in and beyond the bakery.

The remarkable progress made through Michael's hard work continues to inspire his peers to push themselves in the pursuit of leadership skills of their own. His position in the workplace has provided him with professional travel and teaching opportunities, but his skills have blossomed beyond the bakery. Michael is learning, with the support of his family and coworkers, to advocate for himself, communicate clearly, and regulate his emotions. His relationships with Boundless staff have supported him to build the confidence to increase his independence and explore new skills such as budgeting. Weekly collaboration between bakery staff and Michael's mom ensures this consistent support. In the words of Michael's mother, "They have become like family to us."

Michael continues to achieve things that once felt impossible. As a Boundless employee, he participates in community outreach and marketing their baked goods, in addition to teaching newer bakery workers and sharing his love for baking with transition-age youth. Michael expresses deep gratitude for the community he has found at Confection Connections, noting, "My experience with Izzie and Sarah (Bakery Operation Managers) has been very valued. I hope to continue my journey with them." According to his mother, they have found the "golden model" for pursuing Michael's independence and well-being.

Help us continue building stories like Michael's.

When you support Connection Confection through purchasing our products, partnering with our programs, or contributing resources, you fuel real growth, independence, and community impact. Join us in creating more opportunities for individuals to discover their strengths, shine as leaders, and belong to a workplace that believes in their potential by ordering at:

<https://bakery.iamboundless.org/pages/confection-connection>

A Recipe for Growth: Michael's Story

Let's celebrate the Confection Connection vocational program members!

- 6 individuals served.
- 4 individuals achieved their goals and set new goals.
- 2 individuals set transition goals.
- 2 individuals completed a second set of goals and set another new set of goals.
- 2 individuals are starting the transition process.



To explore our programs, visit

iamboundless.org

Program Metrics

Our programs are built on one simple truth: measurable progress changes lives. Whether it's the treatment plans completed, the hours individuals spend engaged in their communities, or the homes we operate, each data point reflects dedication, growth, and real results. Here's what that impact looked like this year.

Day Programs:

403

Total statewide enrollment

90%
average daily attendance

495

Average hours per week engaged in vocational training

597

Average hours per week engaged in community

Residential Services:

23

ICF homes

5

Respite homes

120

Traditional Supported Living Homes

94%
occupancy rate

Boundless Health Clinic:

2,062

patients served

Boundless@Home and Shared Living:

1185

individuals served

Behavioral Health:

1412

treatment success stories

In-Home Autism Services:

133

mental health crises resolved

207

families supported

OhioRISE Care Management Services:

1,577

families served

Financial Transparency

Total Operating Revenue: \$164.8M

Operating Revenue Split -

Medicaid, County Contracts, Private Pay and Misc. Funding: \$161M
Federal/State Grants: \$2M
Corporate/Foundation Grants: \$337k
Philanthropy Contributions: \$467k

Total Operating Expense: \$160M

Operating Expense Department % Split -

Program Expenses: 85%
Management/Philanthropy Expenses: 15%



The Difference One Champion Makes

In the darkest moments of a family's life — when fear looms, exhaustion weighs heavy, complicated systems overwhelm, and nights feel endless — some people walk in and make hope possible again. They show up when others don't. They stay when things get messy. They become the steady voice saying, "You're not alone. We'll figure this out together."

At Boundless, our OhioRISE care coordinators do just that. And this year, one of them was recognized for the extraordinary compassion, strength, and persistence she brings to every child and every family.

Her name is Tabitha Caplinger-Lightning, and in 2024, her peers named her the Boundless Champion of the Year.

The Circle of Champions program was created so staff could uplift one another for the unseen emotional labor, problem-solving, and acts of love that often happen behind closed doors in the day-to-day work of pursuing Boundless' mission. Nominations come from staff members in every corner of the state, celebrating employees who embody Empowerment, Excellence, Love, Respect, and Well-Being. Last year,

was nominated four times across three categories by colleagues who have witnessed the difference she makes. So far this year, she has been nominated a whopping 10 times across four categories and has given 17 nominations to those she works with.

Tabitha serves as a care coordinator supervisor in our OhioRISE program, which provides wraparound support for youth and families navigating complex behavioral, developmental, and behavioral health needs. But "care coordinator" doesn't fully capture the reality of her role. On any given day, she is a motivator, advocate, listener, strategist, and anchor — often all at once. She steps into moments of chaos and helps create safety. She enters stories filled with fear and helps families find their footing again.

One family she supported was overwhelmed by their daughter's severe autism, pica, and significant behavioral challenges. The nightly distress was so intense that the walls of their home had holes. Where many had seen an unsolvable crisis, Tabitha saw possibility. She connected the family with Habitat for Humanity, who built them a home designed for their daughter's needs, complete with a fenced backyard where she could safely move and release energy. The solution restored calm, safety, and dignity to the entire household — parents, siblings, and even neighbors.

Another story shared by her peers reveals Tabitha's fierce advocacy. She worked with a teenage girl carrying deep trauma — a child who felt unsafe in her own home, unable to sleep in her room, burdened by fear and betrayal. Tabitha fought for the girl to enter the treatment facility she preferred, supported her through the process, and used flex funds to transform her bedroom into a space free of triggers. The teen completed treatment, rebuilt her relationship with her mother, and eventually graduated from OhioRISE. "She has a bright future now," Tabitha said. "She knows how to deal with her trauma."

Stories like these are not the exception; they are Tabitha's everyday work. A service dog, an e-bike to help a teen get to work, a new school placement, a creative home solution; each one reflects her unwavering belief that Ohio's children and families deserve stability, voice, and hope.

Her colleagues say it best: "She never gives up on her staff or individuals and pushes them to be great. She is patient, caring, knowledgeable, and direct. She is an invaluable asset to us all."

The Difference One Champion Makes

This year, Boundless honored Tabitha as the Champion of the Year. But for countless families across Ohio, she has been a champion long before the award was given.

At Boundless, we are surrounded by champions of the cause. Keep reading to learn about the impact that our donors make.



OhioRISE is an Ohio Medicaid managed care program for children with complex behavioral health and multi-system needs.

To learn more about whether your family may benefit from OhioRISE services, visit:

iamboundless.org/get-started
or call 1-800-409-2729.



Community Builders

Building Castles Together: The Ingram-White Castle Foundation

Kids run and play on a new indoor playground, having the time of their lives. Now, they don't have to delay their play because of winter snow or spring rains. This bright, safe space is filled with laughter and movement—swings, teeter-totters, and colorful mats creating a world of possibility. And it's all thanks to the Ingram-White Castle Foundation (IWCF), whose generosity turned an empty loading dock into a haven for freedom, joy, and imagination.

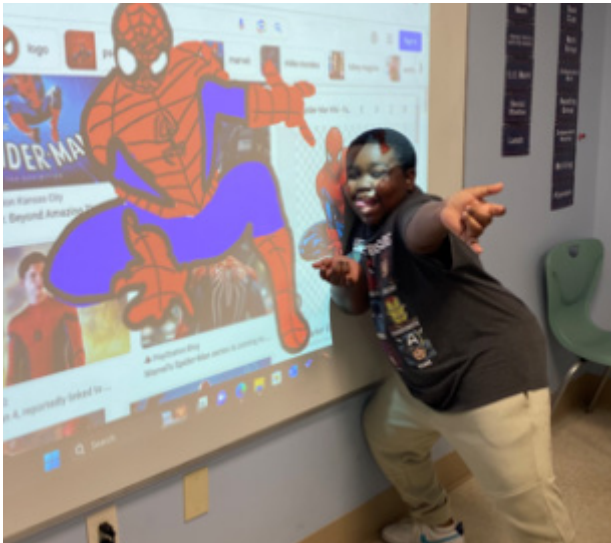
The IWCF is the philanthropic arm of White Castle System, Inc., a family-owned company that pioneered

the fast-food industry in 1921. Founded by E.W. "Billy" Ingram, White Castle has long embraced a culture of care and opportunity, not only for its team members, but also for the communities it serves. IWCF continues this legacy by investing in education and human services, with a focus on helping disadvantaged students achieve academic success, preparing individuals for the workforce, and addressing critical community needs. Guided by values of inclusivity and generosity, IWCF exemplifies White Castle's century-long commitment to lifting people up and creating lasting impact.

Boundless has enjoyed a strong philanthropic relationship with IWCF since 2019, beginning with a \$25,000 gift that supported center-based programs at our Worthington campus. That first gift funded interactive projector screens: our very first major technology upgrade beyond tablets. These screens have changed the way our students learn. For youth with autism, interactive learning opens doors that traditional methods often cannot. The screens allow students to experience imagery in a hands-on way, creating a deeper level of engagement and helping them absorb content differently. We've seen students light up with curiosity, lean in to participate, and grow more independent because of this technology. Thanks to IWCF, we can offer best-in-class services. Their giving allows us to provide flexible, individualized programs that meet students where they are and help them thrive.



Newark before the playground.



An interactive projector screen in use!



Newark after the playground!

Over time, IWCF's generosity has grown to include larger gifts supporting our Newark and Worthington centers, contributions to our capital campaign to renovate the health center, and even funding for an indoor playground when outdoor play became unsafe for children at Newark. Their name also proudly appears in our dental office as a major donor, with the waiting area now called the White Castle Waiting Room (schedule an appointment today to see it for yourself!)

In 2025, IWCF surprised Boundless with a \$75,000 donation for general operating expenses, empowering us to address urgent needs and innovate without hesitation. Combined with a four-year grant supporting Worthington center-based programs, IWCF's philanthropy offers stability in uncertain times. Their message is clear: the individuals we serve matter, and their needs deserve to be met.

Our partnership with IWCF goes beyond financial support. White Castle team members have joined us for volunteer days, rolling up their sleeves to assemble educational materials like flashcards and learning boards, which are tasks our staff often worked on during personal time.

Their efforts ensure our classrooms have the tools needed to support every child's learning journey. They've also participated in our podcast and campus activities, showing that their commitment goes far beyond financial support; it's about people helping people.



Dominique Thobaben, Corporate and Foundations Relations Director at Boundless, said “we’re very excited to continue to grow this relationship and engage and collaborate with their staff.”



IWCF accepting an award at our Volunteer Appreciation Event.

Thanks to corporate donors like IWCF, Boundless can keep innovating, keep empowering, and keep creating Boundless possibilities for every individual we serve.

Philanthropy Numbers

294 donors

793 volunteers

Volunteer Hours

2,070.75

volunteer hours contributed

New Partnerships and Collaborations

- Boundless celebrated our philanthropic partnership with the Cleveland Cavaliers Community Foundation.
- Dozens of companies participate in our workplace volunteer program.
- Bank of America provides mentorship to the adults in our EConn program.
- Jeni's Ice Cream, Market Bar, Aardvark Wine & Beer, Applebee's, and Domino's Pizza each celebrated Boundless Night at one of their area locations, with Boundless receiving a portion of the proceeds.

Event Participation

75

people attended the first-ever Volunteer Recognition Event.

Donor Spotlight: Tez Reardon



For years, she has shown up for Boundless in every way possible—volunteering her time, investing her personal resources, and championing our mission within her community and workplace. As she steps into her role as our 2026 Board Philanthropy Committee Chair, Tez continues to raise the bar for what shared purpose can achieve.

What makes her involvement so powerful is the way she blends heart with action. Tez gives personally, then thoughtfully maximizes that generosity through Bread Financial's matching gift program. She doesn't stop there—she opens doors for Boundless by bringing our work into conversations with colleagues, helping ensure that people across Bread Financial know where to turn when they or a loved one need support.

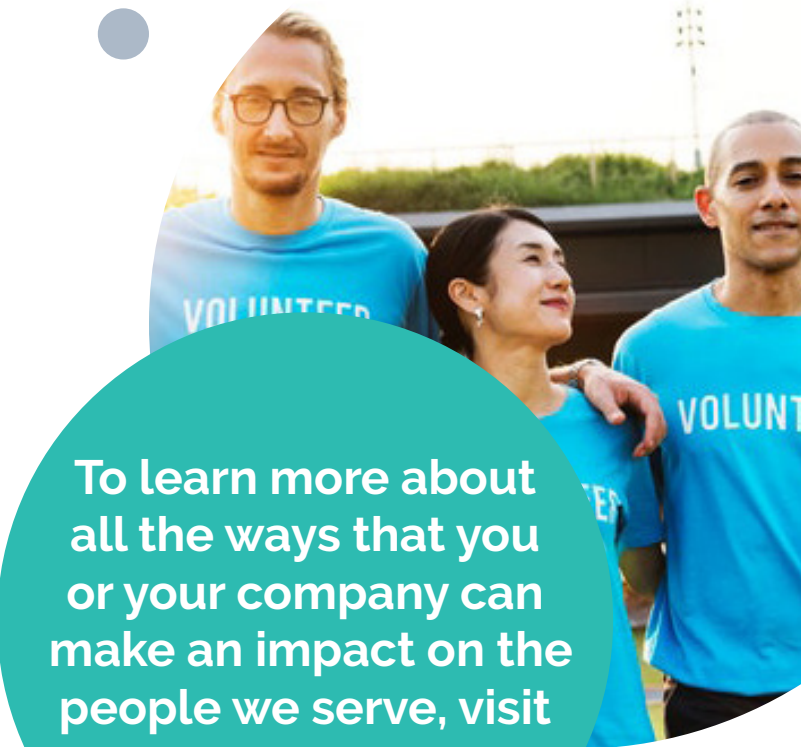
Those introductions matter. Each time Tez offers someone a connection to Boundless, she is creating access—to services, stability, and hope. Her example reminds us that one person's leadership can strengthen entire networks: workplaces become more inclusive, coworkers feel seen and supported, and our mission reaches people who might not have found us otherwise.

Inspired by Tez's approach? There are simple ways to follow in her footsteps:

- Share the Boundless mission with your workplace or employee resource groups.
- See whether your employer offers matching gifts—it's an easy way to double the impact of your philanthropy.
- Join our workplace volunteer program and experience firsthand how meaningful community involvement can be.

Together, we can carry Tez's spirit forward—building connections, creating opportunities, and expanding our impact in every direction.

Building connections is what makes our next spotlight possible, specifically the Economic Connections program.



To learn more about all the ways that you or your company can make an impact on the people we serve, visit

iamboundless.org/get-involved



Real Stories, Real Change

Evocative: A Neurodivergent Artist's Unfiltered Return to the Canvas

Dark swaths of charcoal sweep across paper, showing heavy lines of contrast and pops of color that lift the subject from the frame. Visitors pause, transfixed by the stories so evident in the portraiture. Neva Bothager, a neurodivergent creative, has rediscovered her artistic voice after years of silence. Inspired by her lived experience and the world around her, Bothager's first gallery, Evocative, highlighted the human figure.

Bothager receives many services at Boundless, including counseling, psychiatry, and case management. But her reentry into the art world was sparked by a staff member

at Boundless who saw her drawings and said, "You need to be seen." Through them, Bothager connected with another Boundless staff member, Angela Bellin, who advocated for her and pulled her into the gallery scene. Through Bellin, Bothager connected with The Awesome Gallery, a space solely dedicated to showcasing the work of neurodivergent artists. In just six months, she went from tentative exploration to exhibitions and sales.

Educated as a sculptor in Texas, Bothager only recently began her exploration of 2D art. Her return to creative expression began with several different mediums, including

Evocative: A Neurodivergent Artist's Unfiltered Return to the Canvas

gouache, acrylic, and watercolor pencils; however, nothing felt right. Then came charcoal. "I picked it up and just said, 'Oh, I forgot. I love you.'" She favors "the sculptural qualities of charcoal to push and pull the figure from the page, while using pan pastels and inks to guide the viewer on a journey through the landscape of humanity."

Bothager shared that she is "not always sure" how a piece comes to be. Her creative process identifies a visual truth that matches her felt reality and demands to be seen. For Bothager, "it's not really about the relationship between me and the viewer. It's about the viewer's relationship with the art." While her work reflects her inner world, passions, and beliefs, she does not wish to impose a perspective on her viewers; rather, she encourages them to form their own connection with the subject matter.

Diagnosed with ADHD, anxiety, and depression, all of which were found much later in life, Bothager found that each diagnosis came not with relief, but grief. "I went through the whole process; anger, mourning who I could've been." She was in such a bad state that she was unable to work, and her health and home were showing the effects of this depression. Art became a channel to process what words couldn't hold. According to Bellin, who is an Economic Connections (E-Conn) Specialist at Boundless, "She needed to create. She needed to connect with other artists. She has more evidence of success now, instead of evidence of failure. That has been a game changer for her."

For Bothager, art has been a way to return to herself, and finding confidence in her work has given her hope for a future of connection.

Anxiety, depression, and struggles with body image aren't just themes in Bothager's life, they are textures in her work. Evocative asks viewers to sit with discomfort, reflection, and truth, often through the lens of feminist art and the female experience. She shared, "Even with all the body positivity, sometimes it just doesn't feel good," about the female experience. The feminine nude is a common occurrence in Bothager's collection as she uses her art to highlight diversity and the beauty of larger bodies.

Bothager's college-aged daughters speak with pride and awe about their mother's newfound confidence. The girls recall growing up around her sculptures, but never seeing their mother prioritize her own talent. They shared, "It's amazing to see her happier,

healthier... she's showing us you can start again."

Bothager's story reframes what it means to pursue your passions. There is no timeline for creativity or self-discovery. The beauty of a body, of a mind creating on its own terms, is boundless.

Bothager's work was exhibited at The Awesome Gallery from August 2, 2025, to August 30, 2025, and most of the pieces sold during that time.

At Boundless, we believe in whole-person, whole-life care in whatever way that fits the families we serve. Keep reading for a story from a 20-year journey with Boundless@Home.

To learn more about the E-Conn program, which connected Bothager with the tools to return to the canvas, visit

iamboundless.org/get-started
or call 1-800-409-2729.





Whole-Life Care That Works for You

Pam came into the world in December 1955 under difficult circumstances. A delayed delivery caused oxygen deprivation and left her a little different than her five siblings. What could have defined her life instead became the beginning of a decades-long story of a family determined to help Pam live fully and without limits, eventually with the help of Boundless@Home.

Back then, doctors urged families like hers to institutionalize their children. Pam's parents wouldn't hear of it. She spent only a "disastrous" few months in

a facility near their home in Indiana before her family brought her home for good. Her dad built tools for her therapies; her mom rallied friends to keep her engaged through each session. Together, the family created a life filled with possibilities.

"The doctors didn't give mom and dad much hope for Pam," Patti, Pam's sister, recalled. "Staying with family, being one of six, was the best thing we ever could have done for her." Those same doctors insisted Pam would never ride a bike or write her name. She did both. "Well, if your expectations are low, give me a

break," Patti said with an eye roll and more than a little frustration in her voice. "She did so much more than they expected."

When their mother passed away in the early 1990s, Patti and her husband, Bob, stepped forward without hesitation. By that time, Patti was living in Ohio with Bob, away from the family home in Indiana. Patti researched local services and knew Pam would have better options here than in Indiana. With the entire family's support, Pam moved in with them and their three children—and soon found her rhythm again.

Pam and Patti didn't find Boundless services immediately. First, Pam moved in with a new friend in supported living with another provider. After seven years in supported living and some care that just wasn't working for Pam, her caseworker suggested something different: Patti and Bob could become her providers through Boundless@Home.

They never looked back.

For nearly 20 years, Boundless@Home allowed Pam to live where she thrived most—surrounded by family. The program gave Patti and Bob the structure, support, and resources they needed, without ever pulling Pam away from the people who knew and loved her best.

"I feel very fortunate the program was available for Pam," Patti said. It allowed them to be a family for the entirety of Pam's life.

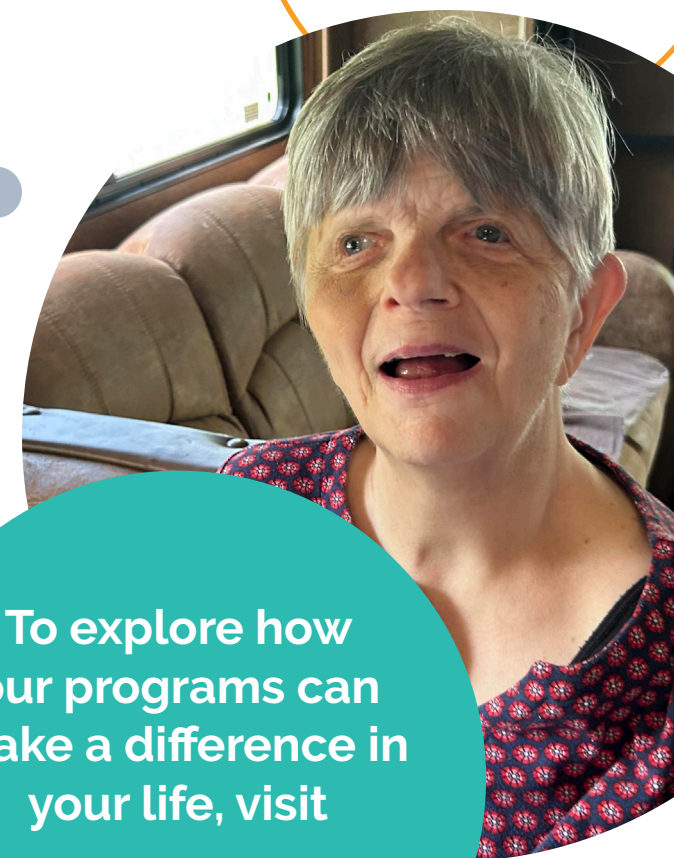
And Pam flourished.

She attended a vocational workshop, rode the bus independently—something no doctor ever imagined possible—and earned her own paycheck. At home, she understood expectations and routines and got along with Patti and Bob's children wonderfully. The frustration she once felt communicating with new staff was gone. Patti "pretty much always" understood what she was trying to communicate. Stability wasn't just comforting; it was transformative.

Pam was stylish, social, and strong-willed. "One of the first things we did when she came to us was get her ears pierced," Patti laughed. Each day, Patti would help Pam choose her clothes and jewelry with care. Pam was always eager to meet people—and, as Patti noted, "She liked the boys when they had dances."

This September, Pam passed away. Her family carries

both grief and deep gratitude. Pam lived nearly 70 years surrounded by people who adored her, because her family insisted she deserved nothing less. And with Boundless@Home walking beside them, Patti and Bob were able to give her exactly that: whole-person, whole-life care that felt like home.



To explore how
our programs can
make a difference in
your life, visit

iamboundless.org/get-started

or call 1-800-409-2729.

Executive Leaders:

The Boundless mission is powered every day by leaders who bring vision, compassion, and unwavering dedication to the people we serve. We are grateful for the guidance and expertise of our Executive Team:

- **Patrick Maynard, PhD**, President & Chief Executive Officer
- **Chris Wolf**, Chief Operations Officer
- **Jennifer Riha**, Chief Strategy Officer
- **Joseph Davy**, Chief Administrative Officer
- **Trent Stechschulte**, Chief Legal Officer & General Counsel
- **Jodi Bopp**, VP of Advancement
- **Melanie Huffman**, VP of People & Culture
- **Nathan Henninger**, VP of Programs
- **Rick Neighbarger**, VP of Analytics and Technology

Board of Trustees:

The Boundless Board of Trustees provides the oversight, wisdom, and support that keep our mission moving forward. We extend heartfelt appreciation to the members of our Board:

- **David Clark**, Retired, Vanguard Wines (Board Chair)
- **Adrian Moore**, Vice President of Strategic Partnerships, Levels Unlocked Enterprises
- **Antoinette Miranda**, Retired Chair/Professor, OSU College of Education and Human Ecology
- **Andrea Mulholland**, Retired Dentist
- **Beth Ann Patton**, CFO, Yenkin-Majestic Paint Corp
- **Brendan O'Reilly**, Associate General Counsel, Wellspan Health
- **Dawn Hays**, Vice President of OE & DEI at Hologram, Inc. (At-Large)
- **Elizabeth Moore**, Senior Director of Software Engineering, NetJets
- **Fred Watkins**, Retired Executive VP, National Telephone Supply Co.

Board Members Continued:

- **Jason Rees**, Partner, CPA at Plante Moran
- **John "Jack" Burtch**, Retired Partner, Baker Hostetler (Board Secretary)
- **Jeffrey D. Minnick**, Manufacturing Operations Manager, Swagelok Company
- **Jennifer Harding**, Retired, VP of Tax at Nisource (Board Treasurer)
- **Loribeth Steiner**, CEO, BORROR (Board Vice-Chair)
- **Matt Kaufman**, VP of Sales, Palmer-Donavin
- **Megan King**, Commercial Relationship Manager/VP, Huntington National Bank
- **Mrunal Shah**, Founder and Owner, Physician and Executive Coach, Thrive Healthcare Coaching and Consulting, LLC
- **Robert Hays**, Wealth Advisor, Stratos Wealth Partners
- **Tezlyn Reardon**, Delivery Lead, Operational Excellence at Bread Financial
- **Thomas Murphy**, Retired from Industrial Sales

To our incredible staff: thank you. Your dedication, compassion, and tireless work are the heartbeat of Boundless. Every victory in this report, every story of progress, and every life changed is possible because of you.

To the individuals, families, and guardians who place their trust in Boundless, your belief in our mission is a profound honor. You inspire our work, strengthen our purpose, and remind us every day why this commitment matters.

Letter from the Board Chair

As we close a meaningful year at Boundless, I am proud of what we accomplished and the clarity we achieved through our year-long Strategic Planning process. This work engaged the individuals and families we serve, our staff, board, partners, and community, and it provided a clear understanding of who we are, what our communities need, and how Boundless can lead in the years ahead.

Over the past year, Boundless continued delivering high-quality, compassionate care across behavioral health, intellectual and developmental disabilities services, and specialized clinical supports. Despite persistent workforce pressures, rising acuity, and shifting regulations, our teams demonstrated resilience and deep commitment to the individuals and families we serve. Their dedication remains the foundation of our mission.

We made meaningful progress in integrating services, strengthening access, and investing in the infrastructure required for seamless, whole-person care. These improvements, shaped in part by insights from the Strategic Planning process, reflect our ongoing focus on quality and our belief that every person deserves coordinated, thoughtful support to live their most boundless life. Financial stability remained a priority, and through disciplined stewardship, Boundless ended the year on solid footing.

The Strategic Plan that emerged from this year-long effort charts ambitious but achievable priorities: deeper integration across service lines, expanded specialized services, a stronger workforce strategy, a renewed focus on quality, and a commitment to innovation.

Looking ahead, we enter the new year with optimism and momentum. We are especially excited about new partnerships and new directions that will expand our reach and enhance our impact. Opportunities to collaborate with other community providers, philanthropic allies, and public-sector leaders will help us explore innovative models, reach new populations, and strengthen the continuum of care.

On behalf of the Board of Directors, thank you for your dedication and partnership. We look forward to building our boundless future together.

David Clark, Board Chair

