

# Healthbeat

Issue 167 | March 2025



**Building Solutions**  
to the Housing Crisis





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# Building Solutions to the Housing Crisis

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*"We know the number of people  
needing Aspire's services are only going  
to increase. Our goal is to reach more  
people in different ways than  
we've done before.*

— Mike Keevin

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## SOLUTIONS TO THE HOUSING CRISIS

BUILDING



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Homelessness is a persistent challenge for individuals, families and entire communities.

Aspire Indiana Health has served the unsheltered for decades, but has recently expanded to focus on preventing homelessness and operating shelters.

We're proud to be in this space, partnering with state and local governments to address homelessness.

According to the [National Alliance to End Homelessness](#), a record-high 653,104 people experienced homelessness on a single night in January 2023. That is more than a 12.1 percent increase over the previous year. And more people than ever are experiencing homelessness for the first time – from 2019-2023, the number of people who entered emergency shelters for the first time increased more than 23 percent.

There are [several categories of homelessness](#), including literally homeless – lacking a fixed, regular and adequate nighttime residence – and imminent risk of homelessness – an individual or family who will lose their primary nighttime residence within 14 days, where no subsequent residence has been identified, and the individual or family lacks the resources or support networks needed to obtain other permanent housing. There is also being at risk of homelessness, which often relates to low income, eviction notices or unstable living conditions.



Keevin

"Anyone living paycheck to paycheck is at risk for homelessness," says Aspire Vice President of Social Impact Mike Keevin. "For some people, they are one catastrophic event away from losing their housing."

Aspire Indiana Health has provided housing support and resources for decades through direct services as well as property management. In March 2021, there were about 88 housing referrals a month, a number that has steadily increased to more than 200 referrals a month.

"Housing continues to become less attainable for people as housing costs keep rising," Keevin says. "The need's not going away, and we want to help people be successful in housing in whatever way that means for them."

*continued, page 6*

## Serving Our Homeless Neighbors

Here is a timeline of how Aspire has become increasingly involved in shelters and other services for the homeless:

### Crowne Plaza Project

The Crowne Plaza Project was designed to keep homeless individuals who were at heightened vulnerability for COVID



healthy and safe. Aspire was closely involved starting in December 2020, advocating on behalf of the residents and acting as mediator between them and the hotel; providing individual case management to link them to other services such as primary care, behavioral care, substance use treatment and employment resources; and working with other agencies to provide housing services, including search and placement in permanent housing, access to furniture and support for moving in to their new homes.

### Mobile Clinic Rolls Out

In October 2023, Aspire rolled out a mobile clinic unit to bring low-cost medical services to Indianapolis's most

*continued, page 6*





vulnerable communities. Macy — Mobile Access Care for You — is a Ford F-550 custom fabricated with two medical exam rooms and an integrated wheelchair lift. Staffed by a nurse practitioner and medical assistant, Macy is an extension of Aspire’s clinic services, providing medical visits and assessments, particularly to those who are unhoused, experiencing mental health challenges and/or substance use disorders.

### Winter Contingency Shelter

Aspire partnered with Indianapolis Public Schools this winter to provide shelter for families experiencing homelessness. From December 2024 through March 2025, unhoused families could go to the Susan Ross Leach School 68 on North Riley Avenue for shelter, along with additional resources



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## PROPERTY MANAGEMENT

Aspire serves as property manager for several locations throughout Madison, Marion and Boone Counties. The properties include supported group living homes, independent living apartment complexes, single family homes, and apartments dedicated to those in recovery.



**Washington**

“We do everything we can at Aspire as property managers to make sure our tenants have safe, affordable housing and that we are addressing their concerns with maintenance or the property immediately,” says Aspire Director of Property Management Marlena Washington. “Our maintenance department is amazing. They have such compassion toward our

residents and really help take care of them day in and day out in our properties.”

“We keep our units affordable and attainable with a goal of helping people to know what it’s like to be a good tenant,” Keevin says. “We want to keep people there.”

“Knowing that we can help people escape homelessness and being able to give them keys to a safe place to stay makes such a difference in their lives,” Washington says.

Aspire’s properties have a 92% occupancy rate — with units that don’t turn over very often. And there’s always someone on the waiting list. That’s where Aspire’s direct housing services come in, to come alongside people and work with them on daily life skills and provide supportive services to help individuals maintain stable housing.

“Aspire used to focus solely on subsidized housing,” Keevin says. “We oversee region eight, which includes Hancock, Madison, Hamilton, Boone and Hendricks County; and at any given time, there are more than 200 people on the waiting list for subsidized housing. For many years, Aspire primarily just operated those grants funds from HUD. But in the past couple of years, we have really worked on expanding our housing services.”

“In the past, Aspire looked at housing success as just a placement into housing,” Keevin says. “But more recently,



*Aspire Manor, Lebanon IN*

we’ve expanded our staffing and leadership, including a Director of Housing Services, to have a more proactive approach and help to prevent some of the problems that lead to housing instability instead of people waiting until they are in a crisis situation,” Keevin says.



**Bowers**

## HOUSING SERVICES

“Housing insecurity is a huge epidemic, so we are trying to figure out if we can stop it, or divert, before it gets to homelessness,” says Aspire Director of Housing Services Kathleen Bowers.

Aspire’s housing services are divided into three buckets:

- **Triage and Outreach:** This addresses immediate needs but is only a temporary solution, including Aspire’s expansion into the Winter Contingency Shelter and Low-Barrier Homeless Shelter work (see sidebar), along with supplying resources and directly reaching out to unhoused populations, meeting people where they are and identifying their needs.

“Part of our triage and outreach efforts go to building rapport and trust with individuals who are unhoused and making those connections back to all the services we offer at Aspire,” Keevin says. “It’s certainly not a permanent solution to their long-term housing situation, but it can help with providing an immediate need.”

- **Problem Solving and Diversion:** Aspire staff meet with individuals to talk about what barriers they have to stable housing — including evictions, family living challenges,

*continued, page 8*

such as case management and on-site medical care. Macy was available as well as employment services.

## Helping the Homeless Population in Anderson

In December 2024, Aspire was awarded \$900,000 in American Rescue Plan funding by the City of Anderson to provide services to persons who are homeless in the community, including addressing housing, mental health issues and substance use. The federal funds could be available by April 2025. Terms of the two-year agreement with Aspire include the city providing a house from the Community Development Department at 718 W. 17th St. for transitional housing for a family with children.

### Low-Barrier Homeless Shelter

A low-barrier homeless shelter is being planned on the eastside of downtown Indianapolis. Construction is expected to cost \$32 million and be entirely funded by tax dollars. It’s expected to be four stories and about 63,000 square feet. The goal is to be a one-stop shop for those experiencing homelessness by offering supportive services along with a 24/7 low-barrier shelter, which will be operated by Aspire. The facility is planned to open in 2027.







unemployment, legal issues — and start to come up with some solutions to fix those barriers.

“We meet with people to figure out what their goals are and the steps needed to get there,” Bowers says. “We don’t have a magic wand, so we work through their unique challenges to find out the best way to get them into stable housing. Homelessness is a traumatic experience, and we don’t want people to go through that if there are ways we can solve it.”

• **Placement and Retention:** At this stage, Aspire will assist individuals with getting into stable housing and then help keep them there.

“We are working on both a macro and micro level in all different directions trying to be a part of helping alleviate the housing crisis,” Bowers says.

“We try to use a trauma-informed approach in both our property management and our housing services and try to give individuals the tools they need to be successful and get them the needed support to maintain success,” Bowers says. “But, ultimately, the client has to put the work in and engage in their own life.”

“There’s a housing crisis everywhere, and so the number of housing referrals we get is going to continue to climb,” Keevin says. “We know the number of people needing Aspire’s services are only going to increase. Our goal is to reach more people in different ways than we’ve done before. The more we can connect people to Aspire’s resources and the resources of our community partners and other providers, the more we can serve people both in the short and long term.”

For more information or to make a referral, please contact our Social Impact Team at 877-531-3236 or [sdohreferrals@aspireindiana.org](mailto:sdohreferrals@aspireindiana.org).



# Employee Spotlight: Kylee Smith

## Patient Access Specialist



Her journey with Aspire has been filled with inspirational moments and unforgettable relationships. Kylee shared that during orientation she was moved by the story of the previous CEO, who had worked up from the transportation department to the role of CEO. That experience resonated with her that she could truly achieve anything she wanted with Aspire. She is currently in school working toward a degree for healthcare administration. “I look the most forward to seeing people get their sparkle back,” Kylee says when discussing her favorite parts of her job. Working with patients and helping them receive the help they deserve is what it is all about.

Outside of work, Kylee enjoys spending time with her kids, painting and hiking. She also enjoys nature photography and writing poetry.

As a Patient Access Specialist, Kylee Smith understands she often makes the first impression many patients have of Aspire. Within moments of sitting down with her, it’s clear the impression she makes is remarkably positive. Kylee can’t help but smile as she chats about her daily routine: helping patients check in, answering phone calls and scheduling appointments.

Before Kylee joined the Aspire team in 2023, she spent time working in home healthcare and hospice. These experiences were incredibly rewarding, but Kylee wanted to gain more experience. After working for a short time in an emergency room, Kylee applied at Aspire. Before officially joining the team, however, she took a different role; but Aspire always lingered in the back of her mind, so a year later, she applied again. This time she accepted the role.



Click on the image above to watch the video!





# Supporting the Providers: The Importance of Nursing and Medical Assistants



**"T**here are so many responsibilities our nursing staff and medical assistants are taking care of behind the scenes, and they are essential to making sure we offer the highest quality, compassionate care to each and every patient," says Aspire Senior Vice President of Integrated Health Services Alex Welty.



Welty

Aspire offers primary care services at six health centers in Madison, Hamilton, Marion and Boone Counties. Each clinic has a skilled team of experienced providers, nurses and other medical personnel to take care of standard preventive and routine medical care.

"A lot goes into each patient visit, and we would rather have the provider focused on tasks that only the provider can do," Welty says. "That is where the nurses and medical assistants come in, to be able to support the providers."

Medical assistants are typically assigned a variety of duties that include both patient care and administrative responsibilities, performing tasks like answering the phones and scheduling appointments. While nurses have some administrative responsibilities, they focus primarily on patient care, including documenting a patient's condition and writing care plans.

"As support staff, nurses and medical assistants help keep the providers on track and moving along at a steady pace to ensure they can see all their patients for the day," Welty says. "A main part of their role is to gather the information needed from the patient — including vitals, medication updates and the reason for the visit — and summarize it so when the provider is ready to meet with the patient, the time together is as efficient and productive as possible."

"Going to see the doctor is not just about seeing the provider; it's about the medical assistant gathering important vitals and passing that information to the provider; and it's about the nurse being involved with patient care and, if



Stealy

needed, taking care of some more complex health needs," says Senior Director of Nursing Services Donna Stealy. "One patient could take up a provider's whole day if they didn't have a support team to help."

Aspire's nursing staff and medical assistants lead the clinical team, and sometimes behavioral providers, in daily huddles — team meetings to gather insights on the patients scheduled to come to the clinic that day.

"Having an organized approach to the day with the huddles has certainly helped with efficiency and the quality of care we are able to provide, but it's also helped the team members understand the importance of their roles and validates what they do as an essential part of the process," Stealy says.

Having other staff members with medical knowledge besides the provider can offer further feedback along with facilitating a more positive experience for the patient.

"Nurses and medical assistants have more interaction and time with the patients and are able to put them at ease and prepare them for their time with the provider," Welty says. "They can help get a sense of questions patients have on their mind and make sure they are feeling comfortable. Many patients establish a relationship with the nurse or medical assistant since they see them at regular appointments, and it's nice to have that familiar face when you come into the clinic."

The partnership between the provider and their support staff is more than just a typical working relationship — it's a collaborative effort built on trust, respect, compassion and support, forming a bond that is beneficial on many levels.

"It helps with efficiency and creates a more seamless experience for the patient when the provider and their support team are working in tandem and in sync," Welty says. "Being able to have providers and staff at one organization like Aspire working together to address the biological, psychological and social needs of the patient in a collaborative approach is what will help these individuals get the best health outcomes."

"Each person on the healthcare team brings their speciality and their own unique viewpoint into the conversation," Stealy says. "No one can do this work alone, and every person and the role they play is vital. We want to continue to build up this support team of educated, empowered individuals who really see they're making a difference in people's lives and that it's valuable, important work they're doing."

And making a difference in the lives of others is at the core of Stealy's passion for nursing.





# Women’s History Month: Caring for Women’s Health



Across the globe, legends of women persist with the belief that throughout history women have always asserted space in the medical community. It is believed by many that in Athens during the 4th century, Agnodice — disguised as a man — attended medical school and went on to care for women specifically during childbirth. “On the Diseases and Cures of Women” is an ancient medical text believed to be at least partially written by a woman by the name of Metrodora. The stories of these women and many others have been passed down for generations, illustrating the significance women have held in medicine throughout time.

Despite the many contributions women have made to medical science — including the invention of the mobile X-ray unit (Marie Curie), the discovery of the lactic-acid cycle (Gerti Theresea Cori), or the Apgar test that assesses neonatal health and has helped to reduce neonatal mortality rates (Virginia Apgar) — women are still largely underrepresented in both research and practicing medicine.

The significance of women’s contributions to medicine has not plateaued. In 2020, women made up 54% of the students entering medical school programs. Kizzmekia Corbett, Ph.D., is a leading vaccine developer — she and her team helped develop the initial COVID-19 vaccine.

Dr. Elizabeth Blackwell became the first woman to earn a medical degree in 1849. Prior to attending medical school, one of Elizabeth’s close female friends became ill. The friend insisted she would receive better care from a female doctor, inspiring Elizabeth to pursue her degree in medicine. Dr. Blackwell’s friend was right. In fact, recently, [a study released](#) indicates that patients, regardless of gender or sex, have better health outcomes when treated by women physicians.

However, women have not always been credited for their contributions nor even recognized for their significant role in medicine. In fact, females are often not even considered in medical research — as female mice hormones may “disrupt” the research, and it is more costly to house and maintain both male and female laboratory mice. This approach to women in medicine has continued to motivate women, similar to Dr. Blackwell, to enter the field of medicine in hopes of improving the healthcare women receive.

“In general, women’s health continues to be an afterthought in medicine, requiring special attention and effort,” says Aspire Psychiatrist Dr. Joanna Chambers. “Medical concerns unique to women — premenstrual dysphoric disorder, postpartum depression, and perimenopausal symptoms, for example — are only now beginning to be discussed in the medical literature as well as in the public. Having women in the healthcare field as well as in healthcare leadership positions is necessary in order to further improve our attention, understanding and care of women’s health.”



Chambers

With the knowledge that women are often overlooked, forgotten about, or completely



*“Having women in the healthcare field as well as in healthcare leadership positions is necessary in order to further improve our attention, understanding and care of women’s health.”*

ignored as patients and/or physicians, Dr. Chambers and Aspire Primary Care Physician Dr. Olivia Smith are working together to expand the scope of women’s health services offered by Aspire. This will focus on women’s physical and mental health with an emphasis in the perinatal population and women with young children. The mission is to care for mothers and caretakers — beginning with pregnancy and including continued care for children as they progress from infancy.

Women have always had space in the field of medicine even when it was nearly invisible. As we continue to progress forward, more and more is revealed about women’s health and women’s contributions to medicine. Women will continue to care for women as they have for centuries, passing down their collective knowledge and wisdom, inspiring other generations for years to come.





# Stand Up for Kids

Stand Up for Kids is Aspire's annual fundraiser to help support Kids Talk, a program that assists children and adults in Madison County who have experienced or witnessed abuse and neglect.

**K**ids Talk is funded through grants and donations, and Stand Up for Kids is a vital part of generating revenue. It's also a special event where [Kids Talk](#) and its many community partners can share some laughs while supporting a great cause.

Hosted by Madison County Chamber President and CEO Clayton Whitson, the event took place on Friday, February 21 at the Paramount Theatre Centre and Ballroom in Anderson. This year's headliner was Tara Brown, a celebrated entertainer who has become a favorite for her clean and family-friendly comedy.

"I'm honored to be able to come to these events and help the audience members just laugh at themselves for a minute in the midst of the heavy work they are doing," Tara says. "Sometimes you have to just take a breath and remember it's OK to laugh."

"Comedy makes you forget about what you're going through, and that's my guiding force in all of this," she adds. "We all walk into a room with 'stuff,' things that are heavy on our hearts that we might not want to share with other people, and if I can help you forget about that for a little while, then that's what I want to do."







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**MOVEMENT**  
MORTGAGE

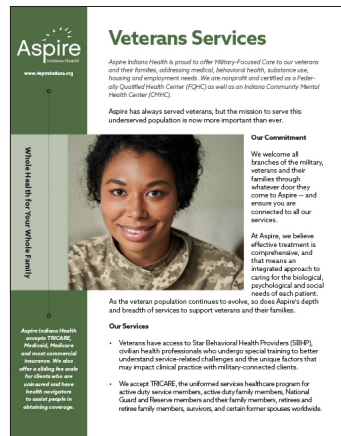
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# Aspire News



## VETERANS SERVICES FLYER

We have a new resource available with information about Aspire's veterans services. Aspire has always served veterans, but the mission to serve this underserved

population is now more important than ever. We are proud to offer Military-Focused Care to veterans and their families, addressing medical, behavioral health, substance use, housing and employment needs. [Check out more information on the flyer!](#)

## EXTENSION OF HARM REDUCTION PROGRAM

Team HOPE recently showed their support for the Madison County Harm Reduction Program, known as Point of Entry, to the Madison County Commissioners. Aspire began operating the

program in August 2018, providing harm reduction services to community members with substance use disorder (SUD). [Madison County Commissioners voted to extend the harm reduction program for two years through 2027.](#) There are approximately 1,000 people in the program; 225 were added in the past year. The program is provided at no cost to individuals in our community.



## PROGRESS HOUSE GOLF OUTING

FORE! Progress House's Golf for Recovery outing is coming to Plum Creek Golf Club in Carmel on **Monday, May 19 from**

**10 a.m.-3 p.m.** Established by Jim Malarney, who served two terms as president of the Progress House Board, the Golf for Recovery event continues to honor the Malarney family's generous spirit. Please join us for a day supporting Progress House and all the programs and services that help make recovery and wellbeing a reality!

## WINTER CONTINGENCY SHELTER OPEN THROUGH MARCH 31

This is the last month to [donate to Indianapolis's Winter Contingency Shelter](#) — a safe, temporary place for families to stay during the coldest months of the year. The shelter, located on the city's east side at 2107 N. Riley Avenue in former IPS School 68, is open through March 31. In addition to shelter, unhoused individuals can also receive three meals, along with additional



resources such as case management and on-site medical care. Aspire's MACY (Mobile Access Care for You) is available as well as employment services.



Huddleston

## ADVOCACY LEADERSHIP PROGRAM

Congratulations to dianna Huddleston, one of the newest graduates of the National Association of Community Health Centers (NACHC) Advocacy Leadership Program! dianna was among 41 leaders who have demonstrated a commitment to action and are now equipped with strategies to take their health center advocacy to the next level. Congrats, dianna!

## ASPIRE LEADERS PRESENT TO COMMUNITY

Aspire Chief Culture & Health Equity Officer Dr. Gina Forrest recently presented "Cultural Confidence: From Awareness to Advocacy," part of the Indiana Council of Community Mental Health Centers Connection Hub. [Check out her presentation here.](#)



Forrest



Mitchell

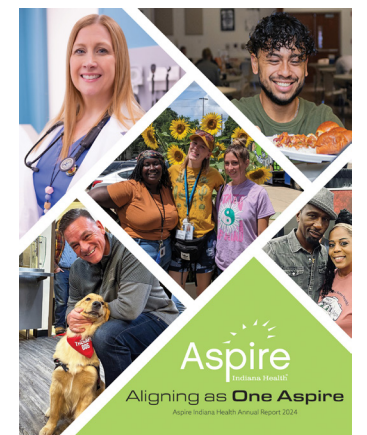
In addition, Aspire Vice President of Recovery Capital Darrell Mitchell presented "Providing Recovery-Support Services Within the Context of Recovery Housing" as part of a webinar series presented by Infrastructure

for Studying Treatment & Addiction Recovery Residences (I-STARR). The webinar offers examples of recovery residences and describes different types of health services that can be delivered in recovery housing. [Watch the recording here.](#)

Thanks to these great Aspire leaders for sharing their knowledge and valuable insights with our community!

## ANNUAL REPORT NOW AVAILABLE

Aspire is proud to present our [Annual Report, "Aligning as One Aspire."](#) This vision of "One Aspire" focuses on a commitment to working together as a unified team with a common purpose. This renewed sense of connection and shared values across our organization and throughout the community is about empowering each member of our team to see their work as part of a larger mission and ensuring our patients that Aspire's integrated approach to healthcare is designed to support them and their life journeys in meaningful ways.



We encourage you to [read the annual report](#) and learn more about Aspire Indiana Health's growth and success!





### MOCKINGBIRD HILL 4TH ANNIVERSARY

**Mockingbird Hill** is a vital component of Aspire's Addictions Services division; the program opened in March 2021 at the beautiful location in Anderson, Ind. Since that time, more than 1,560 residents have entered the program, and nearly 76% completed the program successfully. Tied to a powerful array of comprehensive healthcare and support services, Mockingbird Hill is a key piece of the **Whole Health Recovery Continuum**. The program and its compassionate, dedicated team connects individuals to primary and psychiatric care, therapy and peer recovery services, and serves as a safe landing space for individuals struggling with addiction.

### VACCINES FOR CHILDREN PROGRAM (VFC) LAUNCH

Aspire is now a provider of the Centers for Disease Control and Prevention (CDC)'s **Vaccines for Children (VFC) Program**, providing vaccines to children whose parents or guardians may not be

able to afford them. As a primary driver of health equity in public health, the VFC Program supports improved immunization coverage levels — covering vaccines recommended by the Advisory Committee on Immunization

Practices (ACIP) and approved by the CDC, including all vaccines for children ages 18 years and younger.

"We recognized we had kids coming in for vaccines, and we had to send them somewhere else, so there was a definite need there," says



Senior Director of Nursing Services Donna Stealy. "We needed to make it more convenient for the families and easier for us to follow up with them on their vaccinations." The program has been rolled out at Aspire's Noblesville Health Center and will be coming to Indianapolis and Carmel. Adult vaccines are also available.

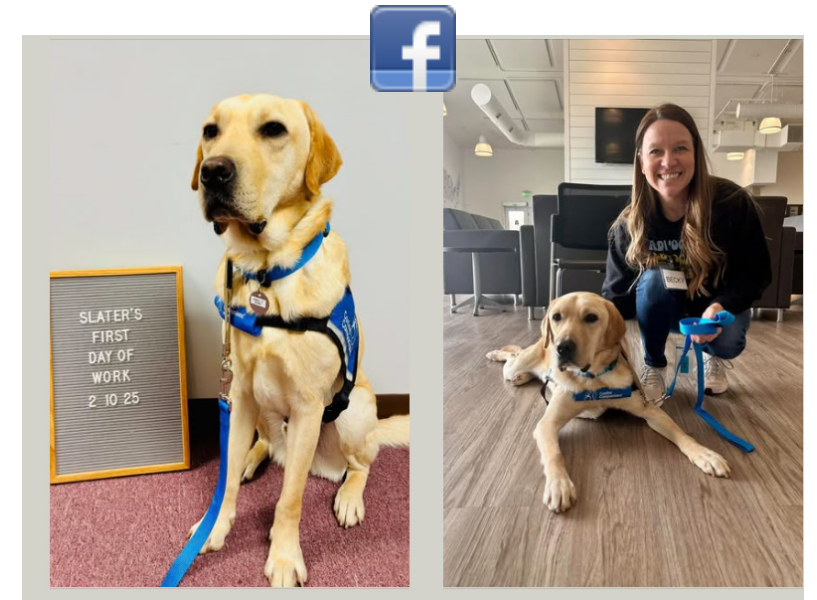
*Accent*  
**C**  
*on Compassion*

Aspire  
Antony Sheehan  
President & Executive Officer

In last month's **Accent on Compassion** feature by Aspire Indiana Health President and CEO Antony Sheehan, he recalls his days as a nurse in the United Kingdom and his commitment to always provide the best care possible. He shares Aspire's enduring promise to always serve — without judgment.



## Social Media Hits





# Welcome New Employees

## ANDERSON

### Mark Shaw

Care Coordinator/Life Skills Instructor - Adult Chase

### Traci Barber

Care Coordinator/Life Skills Instructor - Youth & Family HCBS DeHaven

### Sevinch Brown

Infectious Disease Case Manager Hoak

### Tameera House

Patient Access Specialist Hoak

### Sarah Rusaw

Infectious Disease Case Manager Hoak

### Falasha Wheeler-Turner

Life Skills Coach - SGL Hartung

### Amy Greenwalt

Patient Access Specialist Mockingbird Hill

### Breanna McBay

Residential Recovery Technician Mockingbird Hill

### Justin Sanders

Property Manager Pauley Glover - Marion County

### Justin Blevins

Front Desk Associate Progress House

### Margaret Donohue

License Eligible Therapist - Residential Addictions Progress House

### Michael Hughes

Front Desk Associate Progress House

## CARMEL

### Opeyemi Adegunsola

Care Coordinator/Life Skills Instructor - ACT Carmel

### Hannah Bailey

Crisis Response Provider Carmel

### Carey Buck

Community Health Worker - Transportation Carmel

### Ariana Cabrera

Care Coordinator/Life Skills Instructor - Youth & Family HCBS Carmel

### Marissa Harrison

Crisis Response Provider Carmel

### Mahesh Pasham

Crisis Care Coordinator Carmel

### Rebecca Raad

Crisis Response Provider Carmel

## ELWOOD

### Samuel Gilbert

Care Coordinator/Life Skills Instructor - Outpatient Elwood

## INDIANAPOLIS

### Beverly Buckner

Care Coordinator/Life Skills Instructor - Adult Willowbrook

### Melissa Cotton

Certified Medical Assistant (CMA) Willowbrook

### Kameron Green

Patient Access Specialist Willowbrook

## LEBANON

### Stephanie Cunnyngnam

Manager - Nursing (Outpatient) Lebanon

### Angela Oakley

Director - Practice Operations Lebanon

## NOBLESVILLE

### Holly Oh

Chief Medical Officer/Chief Clinical Officer Administration

### Jamie Salpietro

Payroll Coordinator Administration

### Ronda Whyde

Accounting Services Representative Administration

### Abigail Benzenbauer

Patient Access Specialist Noblesville

### Chelsea Greene

Certified Medical Assistant (CMA) Noblesville

### Sarah Bullard

Care Coordinator/Life Skills Instructor - Youth & Family HCBS Noblesville





At Aspire, we want to recognize our employees for the "Great Job" they are doing! We have re-imagined our Recognition and Way to Go programs — our new Great Job recognition focuses on our people, patients and/or partners and incorporates one or more of the Aspire values of impact, innovation and inclusion!

To nominate an Aspire employee for doing a "Great Job," [please click here.](#)



**Vivian Hinders**, Manager Home and Community Based Manager, does a ton of hard work with her staff and has developed the sexually harmful and reactive youth (SHRY) programming at Aspire. Thank you, Vivian!



**Christine Thumma**, Nurse Practitioner, Primary Care, had an appointment with a client who reported feeling heard for one of the first times in their lives when it comes to their health. Christine is great at listening to people.



**Tommy Smithes**, Residential Recovery Associate I, is being recognized by a Progress House resident for his contributions to the resident's ongoing recovery. The resident said Tommy has had a significant positive impact on his thinking and his "attitude toward the world," and that he has learned a lot even from the "little things," like how Tommy shows respect for all residents. The resident said, "It's good to see a staff member living the values of recovery." Thank you, Tommy!



**April Boles**, Crisis Care Coordinator, provided excellent care for a client experiencing a mental health crisis. The client was extremely nervous to reach out to the crisis department, but April helped the client feel seen, heard, understood and validated. April connected the client with resources to help in the future and communicated with the client's therapist about the recent event.



**Melissa Cantrell**, Assessment Technician, has been with Mockingbird Hill since it opened in 2021 as the Assessment Technician, helping our residents make their way into treatment. In the last month, Melissa has helped out at the front desk making sure we were not short staffed and able to continue to get as many patients into treatment as possible. Melissa has been innovative in fostering team culture by jumping in to help her teammates without complaint. We are so lucky to have Melissa as a part of our team, and we could not do what we do without her!



**Marissa Klarich**, License Eligible Therapist - Assessment I, does exceptional work with the clients we serve. Marissa consistently goes above and beyond expectations, showing a level of care and commitment that truly makes a difference. The ability to connect with clients and offer meaningful support can be life changing for many. She has really become an invaluable part of our team!



**Amanda Kelly**, Patient Access Specialist, has done an exceptional job trying to fix, correct and change things at Hoak. With little training and being short staffed, she picked up things very fast and ran with it. She also always asks questions to better herself. Front desk staff have lots of tasks to take care of in a timely manner, and she is great at her job! Thanks, Amanda, for your hard work.



**Jessica Gardner**, Licensed Assessment Clinician - OP, has seen some challenging clients recently and has been able to navigate interactions in a very impactful way. She recently demonstrated patience and compassion and was able to connect a client directly to resources to set him up with as much support as possible. With her expertise and care, she created a safe space for this client, and I am certain this will have a positive impact on him as he begins services with Aspire. Thank you for being a beacon of hope and support during a time when it was needed most!