



# Healthbeat

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**Same Day Access:**  
What a Difference a Year Makes



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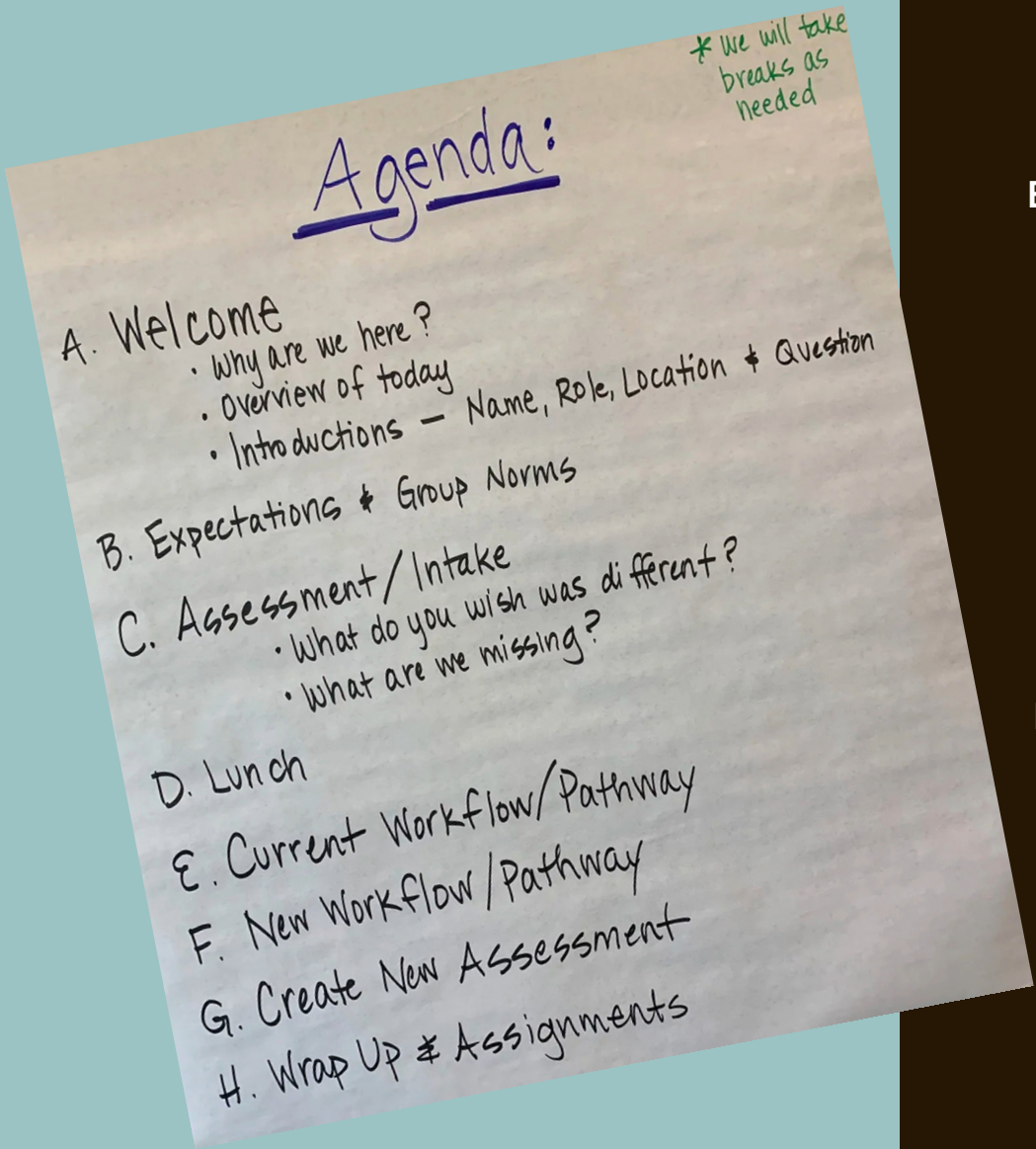
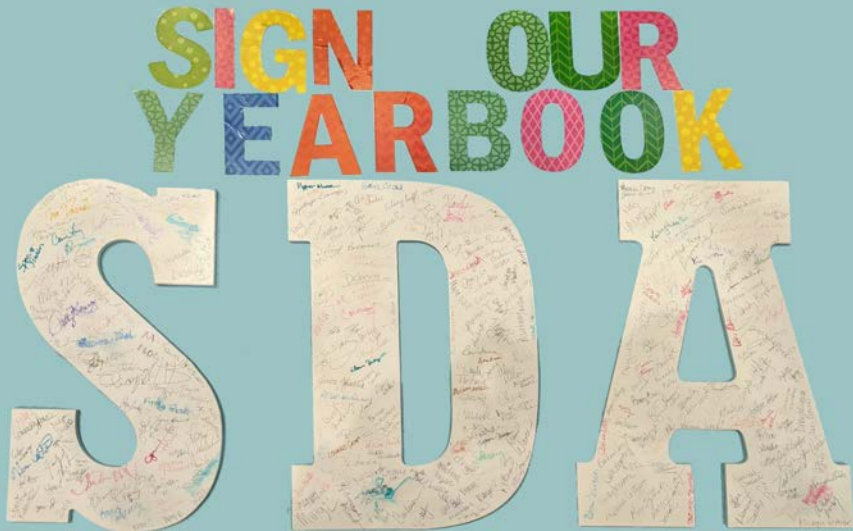
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# Same Day Access: What a Difference a Year Makes

Same Day Access (SDA) is the process by which Aspire Indiana Health assesses new behavioral health patients, allowing for immediate engagement in services.

Aspire began offering SDA in January 2024, and it was officially implemented in all offices by early February. SDA allows patients to walk in and be seen the same day — eliminating the need for scheduled appointments, increasing clinician productivity and decreasing the amount of vacant spots due to no shows.



Pataky

"Same Day Access has been transformative for our patients, our community and to Aspire," says **Vice President of Service Access Vanessa Pataky**. "We are so proud to have been part of this moment in Aspire's history."

### A Brief History of Intake

Prior to SDA, the average time between a client calling in to be scheduled for an intake assessment and the actual appointment was 50 days. Some patients were calling in multiple times just to get scheduled for an intake appointment, and others would have to wait days or weeks to be seen.

"I think we could all agree what we were doing wasn't working," Pataky says.

From 2015 to March 2020, Aspire's intake process was based on an open access system. The majority of appointments were in person, and people had very limited hours to walk in for an appointment.

"Patients would line up outside the door, and if you got there in time, you would get 'soft scheduled' for later that day or the next day," says **Senior Clinical Director of Integrated Health Services Alyssa Yano Wier**. "People would take the day off work to come in, and they may not even be able to be seen. Then they'd have to try the next day. That was the standard."



Yano Wier

And no client received any services without participating in the lengthy intake process. Then COVID changed everything — for better or worse. Aspire switched to a 100% virtual model that became a chaotic free-for-all.

"COVID opened up the door to a world we couldn't have imagined in terms of a telehealth model, but it was essentially a perfect storm of events," Pataky says. "Getting an appointment depended on how quickly a clinician responded in the group chat or how many times you called hoping for

## SAME DAY ACCESS NUMBERS

Total number of walk-ins from 2/5/24 to 1/30/25: **8,493**

Average number of walk-ins per day: **34**

Average client time from start to finish: **92 minutes**

Busiest days: **Mondays and Thursdays**

Highest volume of intake: **DeHaven at 30%**



availability. Many patients weren’t seen at all.”

In June 2020, Aspire went to a scheduled model for intakes, where patients would call in and get in a queue, and then someone would eventually call them back to schedule an appointment ... maybe.

“Some people called in multiple times, and they just never got to the top of the list,” Yano Wier says. “They never got called back.”

***“It wasn’t an efficient use of our time,” Pataky says. “There were people waiting three months to access services, and we had over a thousand requests for treatment that had never even been contacted to schedule an intake appointment.”***

There was no way to prioritize between those patients that needed a routine appointment and those who were more urgent or emergent cases.

“We knew we needed to do something different.”

**A Different Way to Offer Care**

Requirements to become a [Certified Community Behavioral Health Clinic](#) (CCBHC) brought Aspire both the avenue and the additional push to do things a different way. Pataky and her team looked at national best practices and standards to figure out how to improve the intake process.

Then, when Pataky saw a presentation at a [National Council for Mental Wellbeing](#) meeting by [MTM Consulting Services](#) — a firm specializing in transformational change for healthcare providers — about their same day access, Pataky knew that was the path she wanted to take.

“We saw how effective the same day access model could be, and that is why we took it and made it work for Aspire,” Pataky says. “Certainly,

there were a lot of changes we made along the journey.”

Those changes included streamlining the paperwork to get patients seen faster; reviewing what and how questions were asked during the intake appointment; and updating the schedules of the intake therapists.

“It’s heartbreaking to think someone had to wait weeks for an appointment and then maybe be told they didn’t even need an intake — and how angry it made them at that point,” Pataky says. “Instead of using duct tape to fix and hold up this system that wasn’t working, we reimagined everything.”

With guidance from MTM, Pataky and her team, led by Yano Wier, took the steps to making the dream of same day access a reality. They shadowed other organizations that had switched to the same day access model to get more familiar with it, including the registration process, how they were queuing up clinicians, and the client experience.

“Everyone from both the Federally Qualified Health Center (FQHC) side and the Community Mental Health Center (CMHC) side agreed this is the model we should be using,” Yano Wier says. “It was another step in thinking of the big picture and how Aspire as a whole could become more integrated across the organization.”

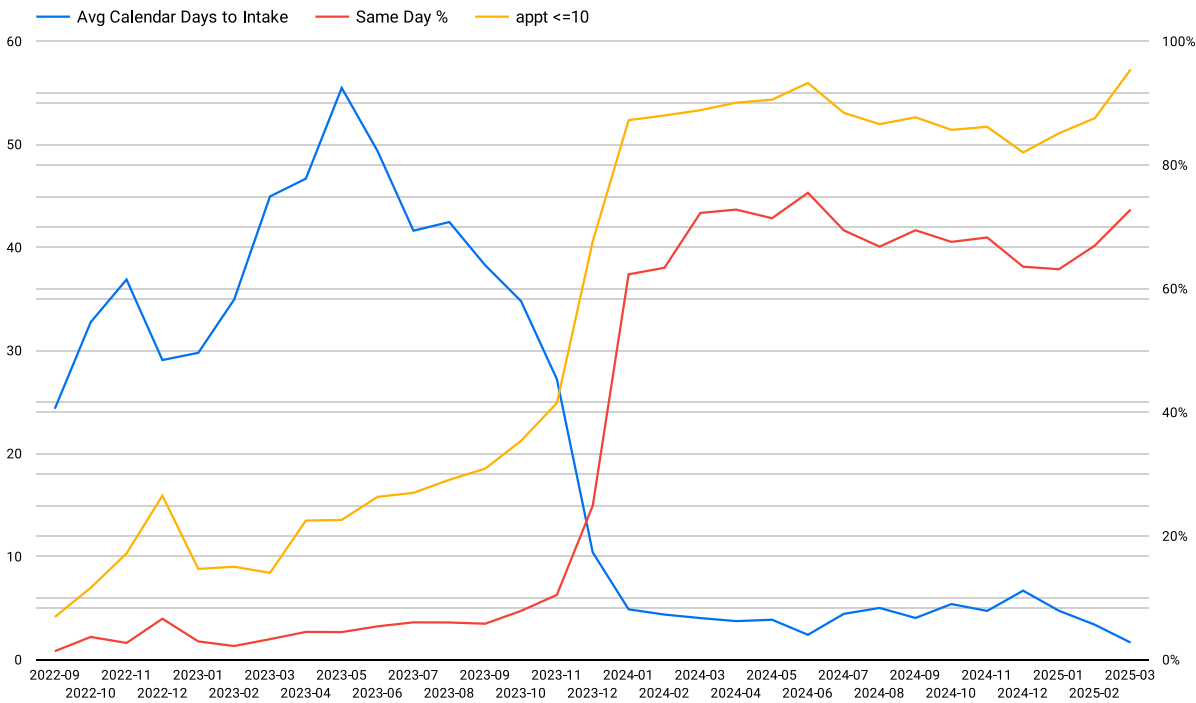
And the directive for patients was simple — just walk in.

**Same Day in Action**

How does SDA work? Once a client walks in the door, they fill out registration paperwork and meet with one of Aspire’s assessment technicians. The assessment technician is the first point of contact to help figure out the client’s needs. The role is an essential part of the process — and it’s one that didn’t exist prior to the same day model.

“We created this position so there was someone

CMHC Service Access



When people say a picture is worth a thousand words ... this is exactly what they are referring to. This graphic, while maybe simplistic looking at first glance, shows the impact when we all come together for one common goal.

The blue line represents how many days it takes from the time a patient requests treatment until when they are seen for a behavioral health intake. Look at that drastic drop. And if you notice, it started to decline well before we implemented SDA. This goes back to those strategic changes we implemented that helped us prepare for SDA.

Red shows how many patients are seen same day for their behavioral health intake. Now you might be wondering, why isn’t this 100%. Because this graph represents all intakes across Aspire. Not everyone comes through SDA (ex. Mockingbird Hill, school based, Progress House, etc). However, the changes we have made due to SDA help us to ensure that majority of our patients are not only seen same day, but within 10 days of their request (yellow line).

— Vanessa Pataky, Vice President - Service Access





who could meet with the client first and very quickly assess where that person fits in our Aspire services," Yano Wier says.

After meeting with the assessment technician, patients are directed on whatever path makes the most sense for them — whether that is comprehensive behavioral health services, for which a more complete intake assessment is required, or a referral to primary care or other community resources.



Wirtner

"The assessment technician assures Aspire can meet the client's needs," says **Clinical Manager of Intake Services Ashley Wirtner**. "They are a support to the intake therapist, helping review the screeners the client completed and getting them connected to the proper services."

Timing has also improved — big time. Before SDA, a client would be scheduled for 90 minutes just for the intake itself. Now, the average time spent for a whole appointment is 90 minutes from walk in to walk out — and that's getting paperwork completed; talking with the assessment technician; meeting with the intake clinician, if needed; and getting connected to all the services and resources needed.

"Same Day access has really required a lot of collaboration and teamwork from all departments," Wirtner says. "And it really has been so amazing to watch all the departments work together."

Aspire resources and clinicians are being used throughout the organization, regardless of what on-site location the client visits or what department the clinician is in. If a client walks into one Aspire location and clinicians are busy, but a

clinician at another location is free, that is who will see the client.

"You might be virtual with your provider, but you're getting seen much quicker," Yano Wier says. "That is why the same day access model is so much more efficient and effective."

With all hands on deck, Same Day Access is all about meeting the client's needs and helping them access services, which, in turn, has made a positive impact internally with Aspire staff.

"Same Day Access has helped everyone see the big picture and feel like we are all working toward the same goal — which is the client experience and getting them into care," Yano Wier says.

"It's really fostered a sense of connection for so many people within Aspire to see how this process has really impacted the patients we serve," Wirtner says. "It's been rewarding to take a step back and see what has been developed and get so many different departments to work together to have this dream become a reality."

Reflecting on the success of Same Day Access, Pataky recalls needing a visual when the team first started talking about the process.

"Looking at the board, it was representative of an orchestra," she says. "In order to make it a seamless process and feel for the patient, it would take us all playing together in tune. If one person isn't in tune or falls behind or skips ahead, we need to support each other and get us all back in sync. And the best part of an orchestra — when it all works together — it is magic! I don't think I could have imagined the magic we would make with Same Day Access."



# Hearing the Voices of Aspire's Consumers



L to R: Staff Liaison dianna Huddleston, Amy Graham (Council Vice Chair) & Aspire Patient Experience Coordinator Spencer Johnson

What is Aspire's Consumer Advisory Council (CAC)? Formed in 2012, it is a group of individuals who assists Aspire by providing consumer input into administrative decisions and clinical programming. CAC members are individuals that identify as people with lived experience and/or recovery from issues.

"This group was created because Aspire felt it was valuable to hear the voices of our consumers from all our service areas," says Aspire Vice President of Community Partnerships dianna Huddleston, who acts as the CAC staff liaison. "This council has helped us make decisions — or sometimes rethink decisions — about how we're offering services, our messaging and how we are communicating with the community."

Also a requirement for being a Certified Community

Behavioral Health Clinic (CCBHC) is having a CAC that is a formal committee of the Board of Directors. More than half the board is required to be persons using Aspire services who have lived experience.

"I have the honor of being the staff liaison, and we've worked hard to make sure the CAC is kept up to date and informed," Huddleston says. "I make sure the group gets to speak to other Aspire leaders and that those leaders ask for the CAC's input and opinions on projects and how they can help guide our future."

Current CAC members are Cheryl Tucker (Council Chair), Amy Graham (Council Vice Chair), Jennie Rhoads, Patrick Tarpey and Sam Bedal. Also a part of the group is Aspire Patient Experience Coordinator Spencer Johnson.





Whole Health for Your Whole Family

[www.AspireIndiana.org](http://www.AspireIndiana.org)



Scan this code with your phone to apply for CAC!

Many of Aspire's locations have purchased consumer's works of art. One such purchase is shown on the cover of this postcard.



## Consumer Advisory Council

**What is it?** The Consumer Advisory Council (CAC) has been developed to assist Aspire to promote consumer input into administrative decisions and clinical programming. The committee's primary focus is to review requests and recommendations from other committees, process improvement teams, clinical units, and administrative departments. CAC members

are individuals that identify as a person with lived experience and/or recovery from issues such as mental illness, substance use disorder, homelessness, chronic illness, etc. Members may bring items for discussion, review, and/or action. The committee meets monthly.

**Are you interested in joining Aspire's Consumer Advisory Council?  
You can make a difference!**

If you are interested in learning more or completing an application contact dianna Huddleston, Vice President, Community Partnerships at: [dianna.huddleston@aspireindiana.org](mailto:dianna.huddleston@aspireindiana.org)



Graham, a founding member of the CAC, learned about the group from her provider and enjoys being an advocate for others.

"Through the experiences of this group, I know I'm helping others," Graham says. "And if I can do something to help others, isn't that what it's all about?" She also encouraged Tucker, who receives behavioral health services from Aspire, to join.



Tucker

"Amy told me about the CAC and that it was a way to voice things I might have an issue with and work with other council members and Aspire leaders to get things done," Tucker says. "And I really liked hearing that."

Tucker has been a member of the CAC since 2015 and appreciates being able to offer the wealth of lived experience she and other members contribute.

***"Everything that Aspire leadership has asked our opinions on or asked us to participate in, they have taken our input and turned it into a very positive outcome," she says.***

For example, Aspire's Zero Suicide Committee reviewed the Prevention and Safety Plans that treatment teams complete with each individual served for behavioral health treatment. The committee wanted feedback from the CAC on which items they felt were most helpful for individuals in a moment of crisis.

"The CAC recommended there also be an option for having a condensed, more specific Prevention and Safety Plan that highlights an individual's key

coping skills," says **Director of Crisis Services Kaitlyn Ervin**, who is Chair of the Zero Suicide Committee. "Based on their feedback of which questions to highlight, the Zero Suicide Committee created a condensed plan that pulls straight from the comprehensive one."



Ervin



Welty

In addition, **Senior Vice President of Integrated Health Services Alex Welty** asked the CAC to do "secret shopper" calls and provide feedback on the experience from a patient's point of view.

"Members of the CAC called multiple times, and the feedback I received was positive about each of their experiences, which helps me to know we are providing good customer service, people can get through when they need to, and they can get connected to the services they need," Welty says. "It's always important to get feedback — good or bad — from the people we are serving. Our goal is to meet people where they are, treat them with dignity and respect, and help them improve in whatever aspect of their life they need it."

"I think it can be hard to get into the perspective of the consumer if you've never been there," Graham says. "We want to make sure Aspire is understanding these things so consumers are treated in the best way possible — and we're moving in the right direction."



The CAC meets monthly, along with any additional feedback needed or projects reviewed — totaling just a few hours of time a month. It's a small time commitment for the big impact made.

"I learn something every time I meet with the CAC," Huddleston says. "Their feedback and experiences inform me of how Aspire should respond or react to things or develop services. It's invaluable to hear the voice of the people we're serving."

"The CAC is important for Aspire being able to serve its consumers because they are able to use their experience to help inform decisions that will keep Aspire being focused on person-specific care," Ervin says. "As Aspire continues to change

and grow, it is important we remember the reason is to serve the individuals in our communities, and what better way to keep that focus than to hear the voices of individuals who are involved in the services."

"I think it's very important for people to know there is a place where they can speak openly and honestly and from the heart, and have something be helped or fixed for them," Tucker says. "We want people to know there is a place for your voice to be heard. And the CAC makes us feel like our voice matters."

Are you or someone you know interested in becoming a member of Aspire's Consumer Advisory Council? Please join us! [Apply today.](#)

## Inaugural Youth Advisory Council



Obremski

Aspire's Consumer Advisory Council (CAC) has long been seeking youth voices and more engagement from guardians and parents of the children and youth receiving Aspire services. So we are actively seeking and recruiting members

into our inaugural Youth Advisory Council (YAC)!

The focus of this council is to allow youth an opportunity to have their voices heard in sharing their feedback regarding current programs and services offered by Aspire.

We are seeking strong, credible youth messengers who would be interested in serving on the council. Membership is open to all counties Aspire serves. This group will be composed of youth ages 13-18 who are currently receiving or who have recently

received services from Aspire. Meetings will be held monthly in a variety of settings including Aspire offices, in the community, and likely a virtual option.

"We want to ensure all Aspire's consumers, including the youth we serve, have the opportunity to speak into what Aspire offers and help determine ways we can best meet the needs of our community," says **Manager of Youth & Family Services Melanie Obremski**, staff liaison for the YAC. "We see the value in allowing youth to have a voice in the services they individually receive from Aspire. And we know a youth-led committee will give Aspire another valuable perspective in ways we can continue to grow and evolve in better serving our community and consumers of all ages."

Reach out to [melanie.obremski@aspireindiana.org](mailto:melanie.obremski@aspireindiana.org) with any questions or if you have a youth who may be interested!



# Employee Spotlight: Kathy Stewart

Office Coordinator



In 2001, Kathy Stewart's best friend's mom was working as a secretary for BehaviorCorp in a small office in Lebanon, Ind. The Lebanon office needed to hire some additional help, and Kathy was the perfect fit — a young mother who had experience working in healthcare at a nursing home before getting married and having her children. Initially, Kathy believed she would work part time, but a mere three weeks on the job and Kathy transitioned to full time. "I became full time pretty fast," she jokes.

Since then, BehaviorCorp became Aspire Indiana Health, and the tiny office that once offered only behavioral therapy moved to a larger building and now offers a full range of healthcare services. Kathy has witnessed it all working as an office coordinator at Lebanon. And her enthusiasm continues to shine through.

***"Seeing the progression of clients from young kids to adults — seeing that level of growth in patients is special,"***

Kathy notes as she recalls her favorite parts of her career with Aspire.

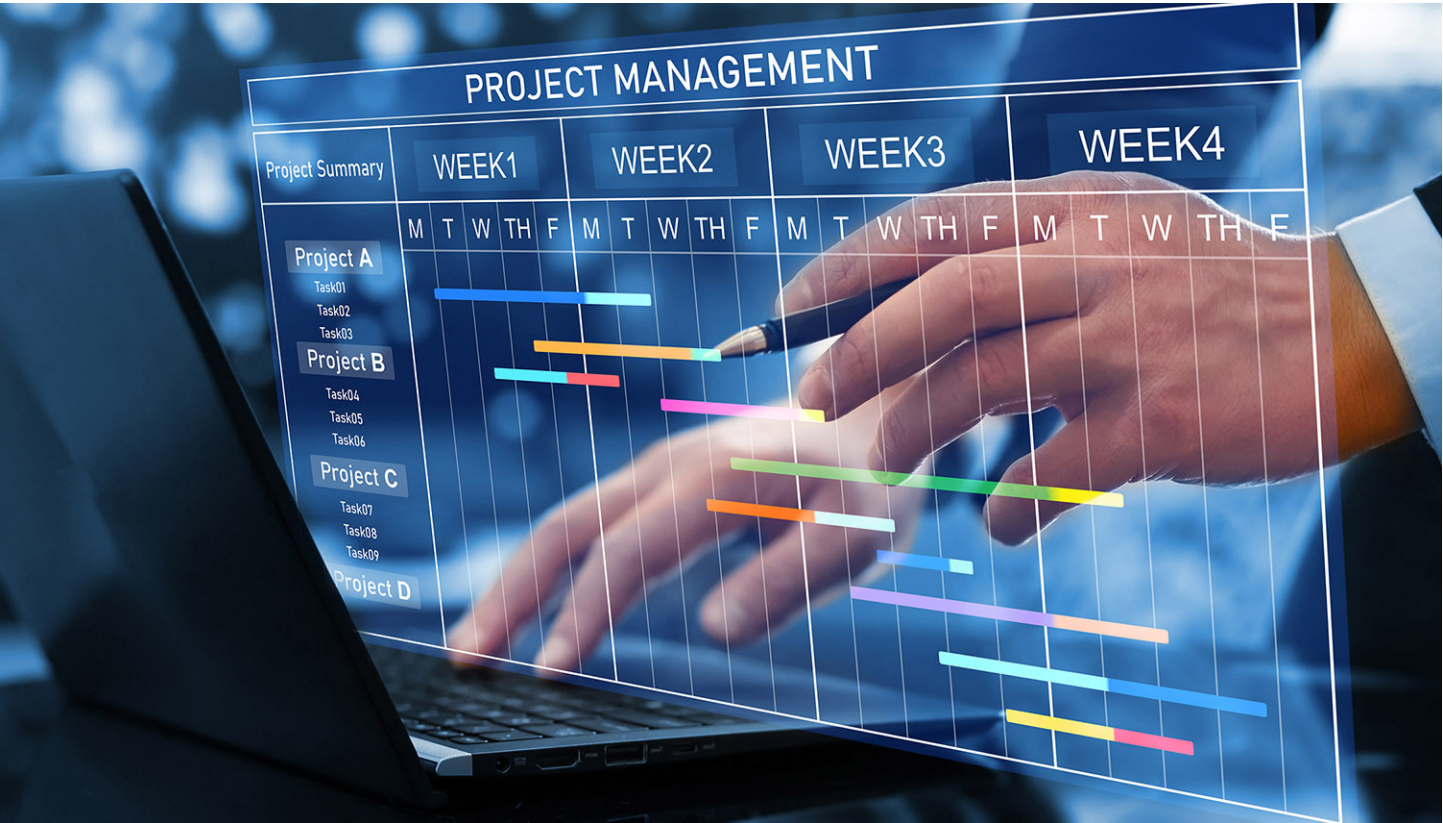
In her spare time, Kathy enjoys an array of hobbies. An avid reader, we talked at length about her love for fantasy and romance novels, noting Stephen King as a personal favorite. In addition to reading, Kathy loves coloring and being outdoors. Kathy and her family especially enjoy hiking in the summer at trails like Turkey Run, Spring Mill and McCormick's Creek State Parks.





# Project Manager Role Improves Internal Collaboration and Communication

Aspire Indiana Health's departmental interdependence is crucial to the everyday success of each one of our locations and services.



Internal collaboration between departments cultivates a healthy environment of communication and shared best practices. However, with the unique nature of Aspire's widespread infrastructure, keeping up with each department and/or location can be a challenge. **Project Manager Shybrinn Williams** understands the imperative nature of collaboration immensely.



Williams

"With my Project Management Professional (PMP) certification, I'm excited to showcase how we're developing structured project management methods that can benefit teams across Aspire," Williams says.

The project manager role has been critical in facilitating internal collaboration between Aspire departments. "These partnerships have spanned vendor implementations, process improvements and clinical operations projects," she says.



Beck

Aspire **Director of Quality Alex Beck** shared his experience with Williams as a project manager on the recent Resolver project. The pair, in collaboration with other colleagues, worked to corral the various methods of incident reporting into a singular

streamlined process. Alex noted that Shybrinn's role as the project manager was instrumental. She invested time into understanding the nuances of the project's needs, coordinated the project check-in meetings, and kept the team on schedule with their project assignments.

Alex credited the success of the Resolver project to Shy's proactive approach, as within the scope of the project manager role, to understanding the specific needs of the project, maintaining effective communication and detailed organization. "Though we've had project management support in the past, this new approach allows us to build sustainable practices aligned with industry standards," Williams says of her role.



Davis

Similarly, **Director of Philanthropy Kasey Davis** notes that Williams made significant contributions to the Customer Relationship Management (CRM) transition project. Kasey describes Shybrinn as "diligent," and a "delight" to work with. "Shy's ability in

the project manager role to translate information between different departments, noting the impact of the transition, and acknowledging all who will be impacted, was crucial to this project's success," Davis notes. Shybrinn went above and beyond for the project, learning more about the fundraising team and their work to best assist with the team's overarching goals.

Both Kasey and Alex attributed much of the success of these widespread projects to Shybrinn's diligence as a project manager and her dedication to the end goal. Williams describes the benefits of a project manager.

*"It's about bringing people together between different departments within Aspire and improving the project structure, streamlining communication and focusing on a servant leadership style with each project."*

Williams also emphasizes the importance of learning from each team about their own independent needs and collaborating to find the best possible solution. She strives to approach each project from a servant style of leadership, focused on supporting and empowering team members, rather than dictating their projects. Given this approach, she has had many successful projects across various departments at Aspire and is excited to continue working with Aspire groups.





# Progress House Unveils \$4 Million Renovation and Expansion



**P**rogress House, the oldest and largest recovery residence in Indiana, recently unveiled a major renovation and expansion of its main facility near Downtown Indianapolis. The \$4 million project was the culmination of a capital campaign that garnered support from major philanthropic groups including Lilly Endowment Inc., the Richard M. Fairbanks Foundation, Nicholas H. Noyes Memorial Foundation and Merchants Bank of Indiana.

"We're incredibly thankful to have gotten this amazing level of support from the community,

confirming our collective sense of pride that we can now offer such a high-quality environment for those struggling with addiction," says Aspire President & CEO Antony Sheehan.

Both floors of Progress House underwent a complete refurbishment, with added or improved amenities to make it a comfortable, supportive place for people to live as they receive counseling, healthcare and peer support to launch them on their journey toward longterm recovery. Esprit Design LLC was the design firm and Koorsen Facilities Management was the general contractor on the project.

***"People in the recovery community have long known that Progress House offers some of the best programming available. Now we have the physical space to match those services,"***

says Darrell Mitchell, Aspire Vice President of Recovery Capital. "The merger of Progress House and Aspire Indiana Health allowed the building of a model for treating substance use disorder that sets the industry bar in its outcomes."







# Aspire News



L to R: Aspire Team HOPE Prevention Manager Bri Green and Team HOPE Director Julie Foltz

## Celebrating 25 Years of HOPE in Madison County

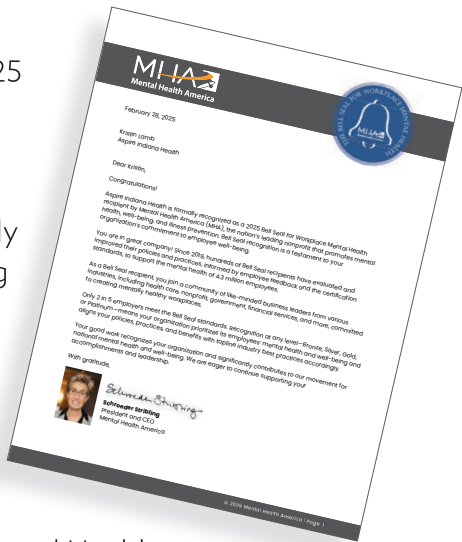
Aspire is celebrating 25 years of HOPE in Madison County! **Aspire Team HOPE Director Julie Foltz** accepted the 25 Year Award for Team HOPE at the Madison County Chamber's Annual Awards Celebration honoring Madison County businesses.

"I can't believe I have been doing this job for 25 years — and I still love doing it," Foltz says. "Of course the program has changed over the years, but the reason and purpose behind it hasn't. It's only grown. I feel really lucky to lead Team HOPE in doing what we do every day, all with the support of Aspire behind me!"

Congrats to Team HOPE! If you want to support Team HOPE for another 25 years, you can [purchase merch](#) here to lend a helping hand to this free community program.

## Aspire Receives Gold Bell Seal for Workplace Mental Health

As a recipient of a 2025 Gold Bell Seal for Workplace Mental Health, Aspire is honored to be formally recognized for putting mental health at the forefront of our employee health and wellbeing. Mental Health America (MHA) awards a Bell Seal for Workplace Mental Health to companies committed to creating mentally healthy work environments. Aspire's gold status measures our workplace culture, benefits that support mental health, caring beyond compliance and holistic wellness at work.



L to R: Kevin Sheward, dianna Huddleston, Mary Giesel, Diadra Spalding, Elizabeth Steuer, Antony Sheehan

## Boone County Chamber Awards

Aspire Indiana Health attended the 2025 Boone County Chamber Annual Awards Banquet, celebrating the Chamber, community and



business members. Aspire is proud to have been nominated for Non-Profit of the Year. We are so grateful for the recognition and are proud to support the Boone County community. Congrats to all the nominees and winners!

## Mobile Crisis is 24/7/365

Aspire's Mobile Crisis Response Teams (MCRT) are now officially 24/7/365! The MCRT is a two-person, peer-led team who provides crisis services including triage, resources, de-escalation, support and safety planning during a behavioral health crisis. Their services also extend beyond the crisis event and include warm handoffs and follow-up care. For more information, [check out the updated crisis services flyer](#) here.



Darrell Mitchell

## Mitchell Presents at Recovery Residence Summit

Aspire Vice President of Recovery Capital Darrell Mitchell is speaking at the 2025 Indiana Recovery Residence S.O.S Summit, presented by the Indiana Alliance of Recovery Residences (INARR). It takes place Thursday, April 17 from 8 a.m.-4 p.m. at the John Miller Building, located at 2900 North Park Road in



Connersville. Along with Mitchell's keynote presentation, "Making the Case for Recovery in a Changed World," the event includes breakout sessions, panel discussions and networking. Proceeds go to House of Ruth. [Register here](#) today.

## Tee Up for Progress House

For more than two decades, Progress House has hosted an annual golf outing to raise funds and awareness for resources that support individuals in recovery from substance abuse. This year's event is right around the corner! Join us on Monday, May 19, at Plum Creek Golf Club in Carmel for a fantastic day of golf and fundraising. [Reserve your spot!](#)



## Winter Contingency Shelter Donations



Thanks to everyone who donated to Aspire's Winter Contingency Shelter this season! We are so grateful for the love and kindness shown

to protect so many individuals and families from the harsh cold this winter. Your donations provided comfort and relief to so many families struggling to make ends meet. We thank you for your support!





New Senior Directors Yano Wier and Lee



Alyssa Yano Wier



Terri Lee

Alyssa Yano Wier and Terri Lee are Aspire’s newest senior directors! **Yano Wier has been promoted to Senior Clinical Director of Integrated Health Services**, and **Lee joined Aspire as Senior Director of Health Equity**.

Under Yano Wier’s leadership, Aspire has implemented several innovative programs, including the Same Day Access (SDA) process. In her new role, Alyssa oversees behavioral health services at Aspire’s outpatient clinics.

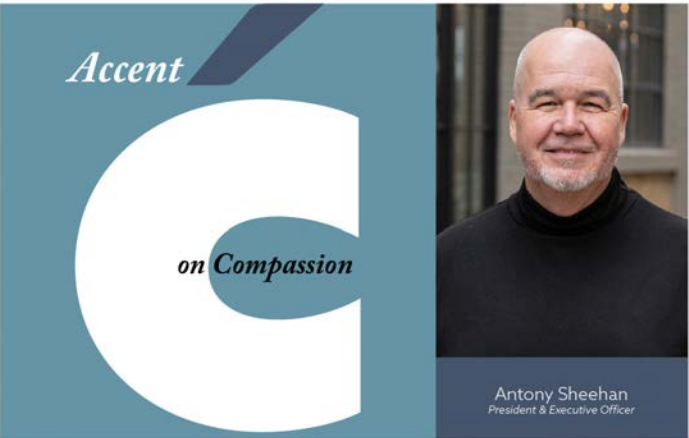
As Senior Director of Health Equity, Lee leverages more than a decade of expertise in public health and public service. Driven by her commitment to equity and empowerment, Terri envisions a community where everyone has the opportunity to achieve their optimal health and wellbeing. Congratulations, Alyssa and Terri!

Spalding Part of Emerging Leaders Program



Diadra Spalding

Congratulations to Aspire **Community Engagement Coordinator Diadra Spalding**, part of the 2025 class of the Boone County Chamber’s Emerging Leaders! The Emerging Leaders Program is designed to empower the next generation of leaders through hands-on learning, expert insights and meaningful connections. It not only strengthens individual leadership abilities but also deepens participants’ engagement with the Boone County community, preparing them to drive impact within their organizations and beyond. Way to go, Diadra!



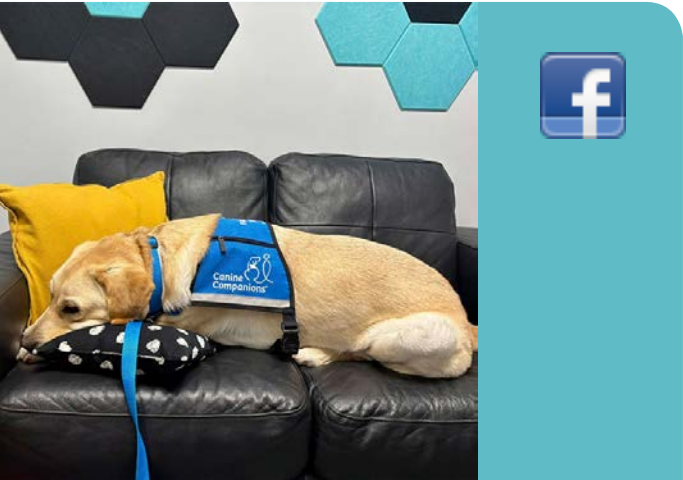
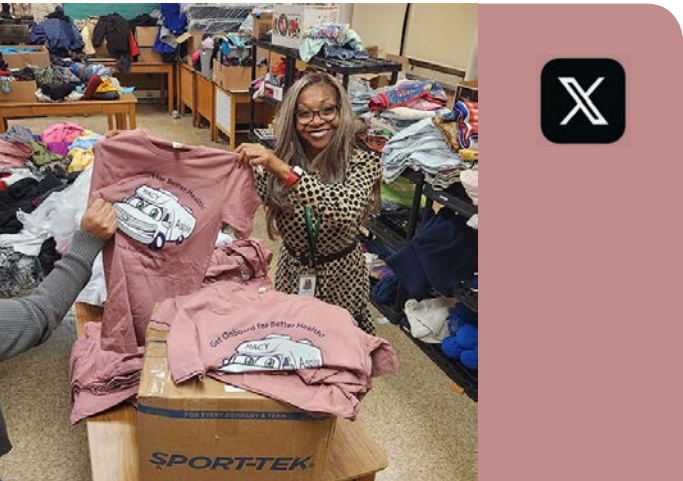
Accent on Compassion

In last month’s [Accent on Compassion](#) feature by Aspire Indiana Health President and CEO Antony Sheehan, he shares about Aspire’s work on a new three-year strategic plan; and while strategy is certainly important, it’s also about creating a flexible framework to adapt when the unexpected comes.



# Social Media Hits

A look back at our top social media hits in March!





# Welcome New Employees

## ANDERSON

■.....■  
**James Kartholl**, Mail Carrier  
Anderson

**Donyea Booker**, Patient Access Specialist  
DeHaven

**Corey Pryor**, Life Skills Coach  
Hartung

**Kristin Ryan**, Life Skills Coach  
Hartung

**Kristina Schultz**, Life Skills Coach  
Hartung

**Floriva Cochran**, Patient Access Specialist  
Hoak

**Jade Doggett**, Office Manager  
Hoak

**Cyndee Ell**, Patient Access Specialist  
Hoak

**Jamie Sierra**, Patient Access Specialist  
Hoak

**Jolie Leonard**, Residential Recovery Technician  
Mockingbird Hill

## CARMEL

■.....■  
**Lavon Ashley**, Patient Access Specialist  
Carmel

**Ayanna Jones**, Crisis Response Provider  
Carmel

**Lori Nichols**, Crisis Response Provider  
Carmel

**Mia Ochoa**, Crisis Response Provider  
Carmel

## INDIANAPOLIS

■.....■  
**Ebony Johnson**, Office Manager  
Indianapolis

**Heather Northington**, Supportive Services for  
Veterans and Families Case Manager  
Indianapolis

**Mitchell Sparks**, Community Partner Work  
Incentives Coordinator  
Indianapolis

## LEBANON

■.....■  
**Jennifer Noel**, Community Health Worker-  
Employment  
Lebanon

## NOBLESVILLE

■.....■  
**Jennifer Royer**, Accreditation and Licensure  
Specialist  
Administration

**Nicole Shreve**, Insurance Enrollment Specialist  
Administration

**Amanda Steele**, Accounts Receivable  
Representative  
Administration

**Cindy Schaefer**, Office Manager  
Noblesville

**Shannon Shoemaker**, Patient Access Specialist  
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 visit [this link](#).



**Carol Krueger-Brophy**, License Eligible Therapist - Outpatient Carmel, had a client reach out to one of the Hamilton County Drug Court Probation Officers who said: "I just wanted to say that (client) reports really enjoying working with his counselor, Carol. The last two times I've talked to him, he has given her high praise. He said he feels comfortable talking to her and that he would meet with her weekly, if she had the availability. It's not every day I get feedback on counselors like that, so just thought you might want to share with her, too!" Carol has made a huge impact on this client and his treatment as well as keeping our community partners happy with the quality of work she provides. Carol is always communicative, attentive and advocates for her clients without hesitation. We are lucky to have her on the Carmel OP team!



**Jackie Peck**, Patient Access Specialist - DeHaven, is so great with the clients when they come in, no matter where they are in the mental health journey. She shows them compassion and tells them she is so happy for them for taking these difficult first steps. Knowing it can be harder for some than others, she is a bright start to their journey. She has such an upbeat and welcoming attitude and personality. She treats new employees like she has known them her whole life and is very helpful when it comes to answering any and all questions. Aspire is so very lucky to have her and her sunshine personality.



**Abby Vonderschmitt**, Hepatitis C Care Coordinator - Muncie, has always gone above and beyond for her clients. She takes the time to get to know her clients and figure out what is important to them. She is dedicated, genuine, passionate and hard working. Abby is also a wonderful advocate for her clients! Her continued support breaks down barriers for the clients and community that she serves.





**Kelly Bons**, Nurse Practitioner - Psychiatric - Mockingbird Hill, came on board with Aspire in November. Since her arrival, she has continuously gone above and beyond to help collaborate with the other providers, FQHC staff and operational staff. She has willingly asked to take on additional responsibilities because she knew they were areas that needed some help. She has continued every single day to make sure every patient at Mockingbird Hill has continued to receive the same high-quality standard of care. It shows how much Kelly deeply cares about the people we serve and the people we work with every single day with how many additional things she puts on her plate. Throughout all of this, Kelly comes in everyday with a smile and continues to give every single patient the individual care they deserve.

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