

We **Rely** On Each Other

In the works – a new crisis and psychiatric urgent care center opening this fall called the **Rely Center**.





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We Rely On Each Other: A Community Effort

ASPIRE INDIANA HEALTH IS EXCITED TO BE OPENING A NEW CRISIS AND PSYCHIATRIC URGENT CARE CENTER THIS FALL CALLED THE RELY CENTER

The Rely Center is a unique coalition formed alongside County leadership, Riverview Health, the Hamilton County Health Department, the Hamilton County Council on Alcohol & Other Drugs, MindWell Solutions and Aspire to fulfill a longstanding idea to create a safe and welcoming location for individuals facing emotional distress.

People who come to the Rely Center will be able to access crisis services and resources they need – giving us the chance to better look after those in need from our own community, in our own community.

“SAFE PLACE FOR HELP”

Creating a “Safe Place for Help” addresses much of the crisis needs within our community as well as anyone in the state, no matter where they live. The Rely Center will serve as a 24/7 facility and provide immediate behavioral health support to both youth and adults experiencing suicidal ideation, substance use crisis and other mental health crisis through the skilled interventions of a multidisciplinary team. Additionally, our trained staff will be able to address individuals in crisis experiencing severe depression or anxiety, manic or psychotic episodes and/or urgent psychiatric medication refill needs.

The Rely Center team has created a model that provides a homey environment designed to be welcoming while simultaneously offering an array of services such as triage, assessment, rapid stabilization, reduction in crisis symptoms and observation in a community-based setting.

The Rely Center is focused on being a safe place for those in crisis to seek help while also focusing on



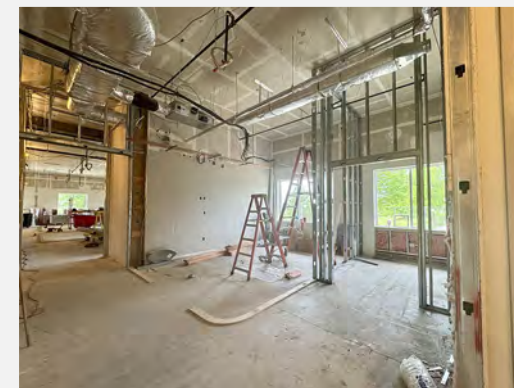
Pataky

the environment it provides help in. Aspire Vice President of Service Access Vanessa Pataky shares the small details that will make the Rely Center feel extra comfortable and reinforce the type of care they will provide.

“It’s not meant to feel like an ER, inpatient unit or jail. It’s meant to feel welcoming, which is why we have prioritized ensuring support through their crisis situation – the little things that make it feel more inviting like a good cup of coffee and a warming blanket machine.”

POSITIVE COMMUNITY IMPACT

Currently, many people who experience a crisis situation have to travel far from home for treatment. The Rely Center will allow those same individuals to seek help in their own county.



By serving as a crisis receiving and stabilization facility, the Rely Center will reduce the need for hospital emergency rooms and psychiatric inpatient stays.

More than 50% of Hamilton County residents who are taken to area hospitals in a mental health crisis are never admitted. The ability to offer full crisis support can reduce in-patient hospitalizations by approximately 70%.

Emergency detentions of folks in crisis will also be reduced by the creation of the Rely Center. Police officers, emergency services and mobile crisis will now have a local option to assist with those in crisis they encounter. When a behavioral health system offers a full crisis continuum, it also decreases the amount of recidivism.

Hamilton County Council member and former judge Steve Nation shared, “I firmly believe this will reduce recidivism, ease the burden on our criminal justice system, and help build a safer and healthier community.”

Pataky on helping those in crisis feel comfortable and safe: “If you’re experiencing a crisis, you’re not getting that [sense of comfort] at the emergency room. You’re not getting that in a jail cell. You’re not getting that waiting for in-patient care. It’s those pieces. And so for us to be able to be alongside people at a time where they are not feeling the most stable or feeling the safest and provide them with care – that’s what we aim to do.”

“A Safe Place for Help” will provide immediate relief to nearly all crisis symptoms and provide access to other necessary services Aspire offers.

RELY CENTER LOCATION AND STAFFING

Located on Cumberland Road in Noblesville, the Rely Center will be open this fall and available 24/7 for those in need. In fact, to many of us at Aspire, the site may look familiar. The new Rely Center will be attached to – but will remain exclusive from – the Noblesville Health Clinic. On-site medical and behavioral health staff will be available.

The Rely Center will be staffed with a team of skilled multidisciplinary individuals composed of crisis responders, registered nurses, therapists and a psychiatric provider. When a patient first enters the Rely Center, they will meet with a registered nurse and crisis responder. Following the initial assessment, a therapist and/or the psychiatric provider will develop a care plan.

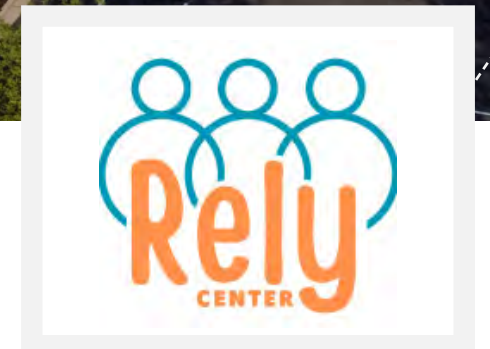
Director of Crisis Services Kaitlyn Ervin shares that one of the biggest advantages is each person in crisis will have one crisis responder stay with them throughout their time at Rely. “The goal is for each individual coming into Rely to have a point of



Ervin

contact,” Ervin says. “The care will be a team approach, but if there is one consistent person with them throughout it all, the hope is it will be less overwhelming and help reduce feeling like they have to say the same thing over and over.”

Crises tend to happen without regard to the workday, business hours or shift changes, which is why every shift change will serve as a “warm



handoff.” If an individual is in crisis at an overlapping shift change time, the skilled staff will work with each other to ensure the assessment and care plans are also being transitioned over.

A COMMUNITY EFFORT

The Rely Center would not exist without our amazing community partners. We are especially grateful to the Hamilton County Commissioners and the Hamilton County Council for their unyielding support and commitment in funding the construction of the Rely Center. The idea for a 24/7 crisis center has been brewing for more than a decade, so when the opportunity became probable, the commitment and vision were already palpable.

The Rely Center is being built on the time, energy and ideas of several individuals and organizations

within the community. Aspire is excited to continue building upon that legacy of collaboration with community partners throughout the area.

The Rely Center is integral to developing a comprehensive behavioral health program in Hamilton County. The collaboration between Hamilton County leadership and organizations in partnership with Aspire has coalesced to take the first steps toward that comprehensive plan to support the most vulnerable members of our community.



The Healing Process Begins with REST

RESILIENCE AND EMOTIONAL SUPPORT TEAMS (REST) ARE COMPOSED OF TRAINED INDIVIDUALS READY TO PROVIDE SHORT-TERM EMOTIONAL SUPPORT

“Being able to tell the story is the first part in healing – talking through a crisis event and giving everyone the space to share what they need to about their



Dross-Gonzalez

experience. Resilience and Emotional Support Teams remind people of their strength and the strength and support of the group around them,” says Aspire Senior Director of Training and Career Excellence Dr. Sarah Dross-Gonzalez.

According to the [Indiana Family and Social Services Administration \(FSSA\) website](#),

Resilience and Emotional Support Teams (REST) are composed of trained individuals ready to provide short-term emotional support to survivors, responders and the broader community.

Aspire Indiana Health has members of REST for both internal crises with employees as well as those who respond externally to events within the community as part of the larger districtwide REST. Indiana has a REST

for each district – Aspire is a member of District 5 REST which covers Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan and Shelby Counties.

“REST delivers psychological support to individuals impacted by a crisis incident or event,” Dross-Gonzalez says.

“We are helping them find their resilience to be able to get through the crisis successfully with the least amount of trauma,” says Manager of Workplace Wellbeing Kristin Lamb, a member of Aspire’s REST.



Lamb

Some examples of situations REST has aided include:

- Death of a patient or client
- When teams have worked with an individual for a long time (i.e. residential teams) and there is a change in mental status or physical/medical status
- Death or serious harm of a coworker
- School violence
- Natural disasters like tornadoes or fires

“We typically respond within 24 hours of an event, and the team comes on site to assess the situation and



PSYCHOLOGICAL FIRST AID TECHNIQUES



help try to put the pieces back together,” Dross-Gonzalez says.

“Our main purpose is to let those involved tell their story – because storytelling is healing.”

The sooner we talk about the event, and the sooner we connect with each other and with resources, it really helps the healing process along.”

REST can provide a group debrief and also offer one-on-one support for individuals who have experienced a crisis.

“The team does a debriefing that allows participants to share the facts of the event along with their experience of what happened,” Dross-Gonzalez says. “The idea behind the debriefing is to ensure individuals

are connected with resources and that they are providing each other support.”

The debrief uses psychological first aid (PFA) techniques which include [these core actions](#):

- **Contact and Engagement:** To respond to contacts initiated by survivors, or to initiate contacts in a non-intrusive, compassionate and helpful manner.
- **Safety and Comfort:** To enhance immediate and ongoing safety, and provide physical and emotional comfort.
- **Stabilization** (if needed): To calm and orient emotionally overwhelmed or disoriented survivors.

- **Information Gathering on Current Needs and Concerns:** To identify immediate needs and concerns, gather additional information, and tailor PFA interventions.
- **Practical Assistance:** To offer practical help to survivors in addressing immediate needs and concerns.
- **Connection with Social Supports:** To help establish brief or ongoing contacts with primary support persons and other sources of support, including family members, friends and community helping resources.
- **Information on Coping:** To provide information about stress reactions and coping to reduce distress and promote adaptive functioning.
- **Linkage with Collaborative Services:** To link survivors with available services needed at the time or in the future.

There are 12 members of REST at Aspire, including Dross-Gonzalez and Lamb. Other members are Michael Parks, Leah Fisher, Britt Malon, Maggie Owens, Justin Nelson, dianna Huddleston, Alyssa Yano Wier, Kaitlyn Ervin, Lesley Chodkowski and Rachael Derrick.

“The whole team doesn’t respond when REST is called out,” Lamb says. “There is most often a lead and then one or two support facilitators, and we help the group work through a guided process of talking through the event and their experience.”

And if someone is struggling, we take that individual aside and make sure they have access to additional support and resources. You can definitely see people progressing and the healing happening during the REST session.”

Lamb says when a group of individuals comes together after an incident, there is a greater likelihood they will move forward from that incident quicker and stronger. That is the reason for REST – encouraging healing and cohesion through the group process of coming together to support each other through a crisis event.

“It’s a blessing to know you are part of the initial stages of healing,” Dross-Gonzalez says. “When you’re walking out of that room, you see people are starting to feel better. You’ve helped start that process, and I think that’s what is so important.”

If you have any questions or become aware of any event that may need REST intervention, please contact Sarah Dross-Gonzalez at: sarah.gonzalez@aspireindiana.org or dianna Huddleston at: dianna.huddleston@aspireindiana.org.



Are You Due for a Cervical Cancer Screening?

Each year in the United States, approximately 13,000 new cases of cervical cancer are diagnosed.

If you’re a woman from the ages of 21-65, be sure to stay up to date with one of the following:

Ages 21-29: Pap test within the last 3 years

Ages 30-65: Pap + HPV test within the last 5 years; or a Pap test within the last 3 years

Not sure or need to schedule?

Visit the front desk or schedule online at

<https://www.aspireindiana.org/>



Are You Due for a Colorectal Cancer Screening?

Colorectal cancer is the fourth most common cancer among both men and women and ranks as the fourth leading cause of cancer-related deaths in the United States.

If you are between the ages of 45-75, stay up to date with one of the following:

Fecal Occult Blood Test (FOBT) – every 1 year

Stool DNA Test (FIT-DNA) – every 3 years

Flexible Sigmoidoscopy – every 5 years

CT Colonography – every 5 years

Colonoscopy – every 10 years

Not sure or need to schedule?

Visit the front desk or schedule online at

<https://www.aspireindiana.org/>





Aspire Shows Its Pride

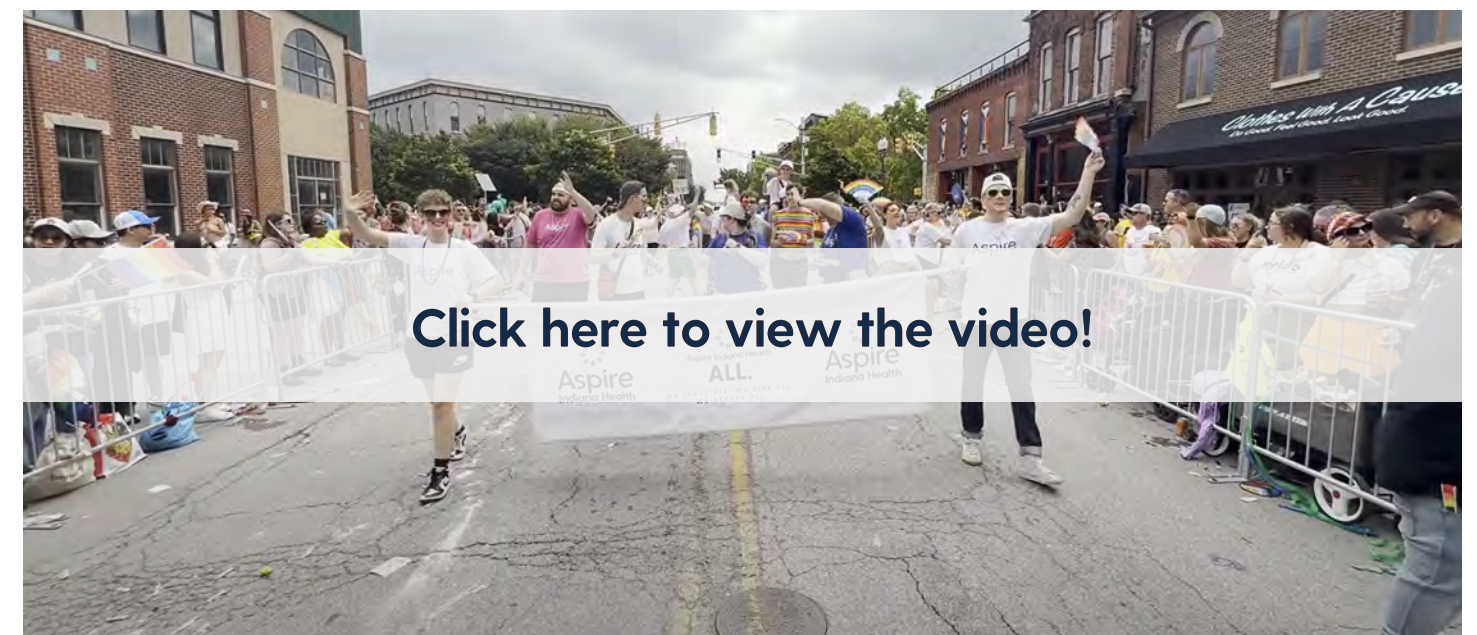


Thanks to everyone from Aspire who attended this year's Indy Pride Parade, one of the most vibrant events of the Pride season! The group representing Aspire Indiana Health joined people from across the city to celebrate the LGBTQ+ community and honor its history.

"I am proud Aspire shows up for this event," says Aspire Vice President of Community Partnerships dianna Huddleson. "We serve all. We hire all. We accept all. Our mission aligns very well with Indy Pride and this community, and it's really great to be able to show off our mobile clinic unit in downtown Marion County."

Community Health Worker Michael Burke drove Aspire's Mobile Access Care for You (MACY) mobile clinic through the parade route. Funded by a grant from the City of Indianapolis, MACY brings low-cost medical services to the area's most vulnerable communities.

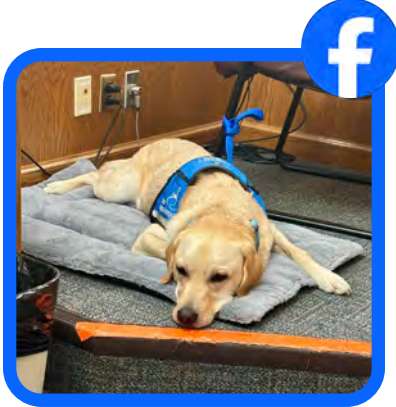
"Aspire has participated in Indy Pride for the last four years, but this was my first time walking in the parade," says Aspire Manager of Community Outreach Mary Giesel. "Everyone was super energetic and joyous, and that made it so much fun. I am grateful to work for an organization that understands the importance of accepting and supporting Indy Pride; I can't wait for next year."





Social Media Hits

A LOOK BACK AT OUR TOP SOCIAL MEDIA HITS IN JUNE!



Employee Spotlight: Amy Eldridge

PATIENT ACCESS SPECIALIST



Amy Eldridge has spent more than a decade serving those in her community. Like many people, Amy wasn't quite sure where her career was going to take her when she came across a job posting for a position as a Direct Support Specialist with a local group home. Initially interested by the job title itself, Amy found herself intrigued by the role after reading the job description – supporting adults with special needs.

For 10 years, Amy did just that. So it's no surprise that as a Patient Access Specialist at DeHaven with Aspire Indiana Health, Amy has continued to serve her community. "I like the aspect of helping people,

getting them on the right track. [At DeHaven] we start with Same Day Access, getting people in the door," Amy says as she describes the joy she derives from her work.

Amy's passion lies in seeing the positive transformation throughout the patients' experience. "You can see the glow up from the day they walk in and start programs. They open up more. They smile more."

Over her 18 months with Aspire, Amy has witnessed hundreds of patients receive the care and help they need. Recently, Amy shared a sweet story about a patient who came across her desk in a crisis situation. The DeHaven team helped get that person the necessary support and resources, and now that patient is continuing to work with other Aspire teams and services to find adequate housing instead of living in a truck.

Beyond the commitment to her job, Amy cares deeply for the work Aspire does as a whole. As a personal hobby, Amy has recently begun couponing – and she donated five sets of twin sheets to Aspire's very own Betsy's Boutique from her couponing ventures. Amy's dedication and passion for her community is clear and unwavering as she continues to support patients and her Aspire colleagues.



Aspire News

CELEBRATING PROGRESS HOUSE REVITALIZATION

A recent come-and-go style open house brought the community together to celebrate the newly renovated and expanded Progress House. Free and open to all friends and supporters of Progress House, the event included tours to get a peek at the revitalized spaces.

“Witnessing our residents share their powerful journeys – from past struggles to their inspiring present lives at Progress House – is always my favorite part of having guests visit us,” says Vice President of Recovery Capital Darrell Mitchell.



“Their stories, combined with our newly enhanced facilities and our dedicated Whole Health Recovery model, truly show how lives are being transformed here every day. The quality of our facility finally equals the quality of our addiction treatment and recovery services. I felt very proud and honored to show our guests the new Progress House.”



“We are so grateful to the generous organizations and individuals who came together to make this renovation and expansion possible,” adds Aspire Director of Philanthropy Kasey Davis. “I am honored to be part of the Progress House story, and I look forward to seeing what comes next!”



Davis



MADISON COUNTY VETERANS STAND DOWN



Mark your calendar for the Madison County Veterans Stand Down on Friday, October 10 from 11 a.m.-2 p.m. at the Anderson Impact Center, 630 Nichol Avenue in Anderson. Come support our veterans at this event, free and open to all veterans and their immediate family members.

There will be resources about employment, education, housing, insurance and the Indiana Department of Veterans Affairs (IDVA). An I.D. must be presented for entry, and lunch will be served (while supplies last). Questions? Contact Betsy Pearson at 754-422-7124 or betsy.pearson@aspireindiana.org.

FOURTH OF JULY FUN AND FIREWORKS



Looking for something to do for the Fourth of July? How about some BBQ, fun and fireworks? Join us at Progress House for a special 4th of July celebration!

Fellowship begins at 4 p.m., with dinner at 5:30 p.m. (\$5) followed by a recovery speaker from 7-8 p.m. and ice

cream from 8:30-9:30 p.m. (\$5)! Then, of course, don't miss the downtown fireworks starting at 10 p.m. – with one of the best views in town!

[Check out the details here!](#)

Aspire Indiana Health Mockingbird Hill RECOVERY CENTER



Are you or someone you know struggling with substance use and need support??

Ready for a new chapter in your life? Connect with Mockingbird Hill!

This scenic men's facility is run by:

- Experienced therapists
- Compassionate recovery supports
- Knowledgeable medical professionals

We understand the profoundness of the decision to ask for help. And if you'd like to explore the option of recovery housing, we can connect you with the next step in your recovery journey.

24/7 Admissions Line: (765) 641-8231

Or apply online:

www.mockingbirdhill.org/online-application

Welcome New Employees

ANDERSON

Samuel Zaiser
Medication Technician
Mockingbird Hill

Christina Benedict
Residential Recovery Technician
Mockingbird Hill

Mark Hollenback
Medication Technician
Mockingbird Hill

Sarah Pirlot
Residential Recovery Technician
Mockingbird Hill

Aliyah Williams
Patient Access Specialist
Hoak

Heather Henry
Medical Assistant
Hoak

Gabrielle Martinez
Patient Access Specialist
Hoak

Sarah Whitaker
Recovery Coach
DeHaven

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

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

Kadence Tillotta
Life Skills Coach
Hartung

Zaid Hawa
Care Coordinator/Life Skills
Instructor
Chase St.

ELWOOD

Shantel Bryant
Care Coordinator/Life Skills
Instructor - Youth & Family HCBS
Elwood

INDIANAPOLIS

Kasey Cusick
Care Coordinator/Life Skills
Instructor - Youth & Family HCBS
Indianapolis

Nakayla Moran
Master's Level Therapist
Indianapolis

Masyn McNally-Henriksen
Care Coordinator/Life Skills
Instructor - Youth & Family HCBS
Indianapolis

Nicole Kizzee
Care Coordinator/Life Skills
Instructor - Youth & Family HCBS
Indianapolis

Shannon Cora
Care Coordinator/Life Skills
Instructor - Youth & Family HCBS
Indianapolis

Olivia Boles
Care Coordinator/Life Skills
Instructor - Youth & Family HCBS
Indianapolis

LEBANON

Ja'juanna James
Certified Medical Assistant
Lebanon

Madison Mobley
License Eligible Therapist Youth & Family
Lebanon

NOBLESVILLE

David Jose
Chief Legal Counsel
Administration

Kari Gerth
HR Coordinator
Administration

Patrice Guynn
340B Program Coordinator
Administration

Sydney Rader
Master's Level Therapist - Youth and Family
Noblesville

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

Latasha Bradley
Certified Medical Assistant
Noblesville



Great Job!

GREAT JOB RECOGNITION FOCUSES ON
OUR PEOPLE, PATIENTS & PARTNERS.
TO SEND IN YOUR NOMINATION,
CLICK THE BUTTON TO THE RIGHT.



Melissa Cotton, CMA, is a great asset to Aspire – her optimism and eagerness to just jump in to help is much appreciated!



Tihani Whittaker-Dismuke, CMA, is innovative and eager to see positive change at Aspire. She works very hard and takes initiative to get her work area organized.



Sandy Mundy, Supervisor - Insurance Enrollment, took the time and had the patience to work with the AR department to troubleshoot setup issues with the Athena system due to changes with some of the Medicaid payers. Through collaboration and patience, the setup was changed, and working with a representative from the Athena configuration department, the other payers affected will also be changed. Sandy continues to show her willingness to work with other departments, use her experience and coordinate whatever it takes to get problems resolved. She and her efforts are truly appreciated.



Are You Due for a Mammogram?

For non-Hispanic Black women and Hispanic women, breast cancer is the leading cause of cancer death.

Breast cancer is the second most common cancer among women in the U.S. (after certain types of skin cancer).

For women, ages 40-74, it's recommended to get a mammogram every 2 years

To schedule, visit the front desk or online at <https://www.aspireindiana.org/>

Aspire
Indiana Health

This initiative currently applies only to our primary care locations: Carmel, Noblesville, Indianapolis, Elwood, Lebanon and our Hoak building in Anderson.