

## More Than Safety from the Cold

WINTER CONTINGENCY SHELTER



# Table of Contents

Winter Contingency Shelter: More Than Safety from the Cold

[page 4](#)

Housing Hub Groundbreaking

[page 7](#)

Employee Spotlight: Amanda Shepherd

[page 8](#)

Social Media Hits

[page 9](#)

Aspire News

[page 10](#)

Accent on Compassion

[page 10](#)

Great Job!

[page 12](#)



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get people out of the  
cold,” Bowers says.  
“The second step is to  
break the cycle.”**

**Kathleen Bowers**

*page 4*



# Winter Contingency Shelter

MORE THAN SAFETY FROM THE COLD



“When winter hits, housing goes into what we call winter contingency – meaning we don’t want anyone outside during those frigid temperatures because it could cause loss of life and/or dismemberment,” says Aspire Director of Housing Services Kathleen Bowers.



Bowers

This December, for the second year Aspire Indiana Health is coordinating the operations and services provided in a temporary winter contingency shelter for Indianapolis residents at risk for being unhoused in the coldest months of the year. The shelter will be open from December 1, 2025, through March 31, 2026, and will serve as a family overflow shelter with room for up to 160 people.

“Number one is to provide shelter and get people out of the cold,” Bowers says. “The second step is to break the cycle.”

## PROVIDING RESOURCES AND STABILITY

The plan for the winter shelter is being coordinated by the Office of Public Health and Safety (OPHS) in partnership with Indianapolis Continuum of Care Network (CoC), community shelter providers, public safety agencies and transportation partners.

Being a whole healthcare provider, Aspire is uniquely positioned to provide more in-depth support to the individuals and families in the winter contingency shelter. Providing a stable shelter is just the first step.

“Stability is working on behavioral health and employment, and finding a primary care physician,” Bowers says. There is intentional focus on making sure the children in the shelter are getting to school along with providing families with the resources to get them into stable housing after the shelter.



## LESSONS LEARNED, PLANS MADE

Last year’s winter contingency shelter provided many lessons learned going into winter this season. “We found the most success last year with the services that were brought directly to the residents at the shelter,” Bowers explains.



Keevin

“Aspire demonstrated that a health center is positioned to operate a shelter. We have the expertise and partnerships to help connect people to the services and resources they need,” says Aspire Vice President of Social Impact

Mike Keevin. “Having a trained workforce helped to de-escalate tension in the shelter. That led to fewer calls to EMS and local law enforcement.”

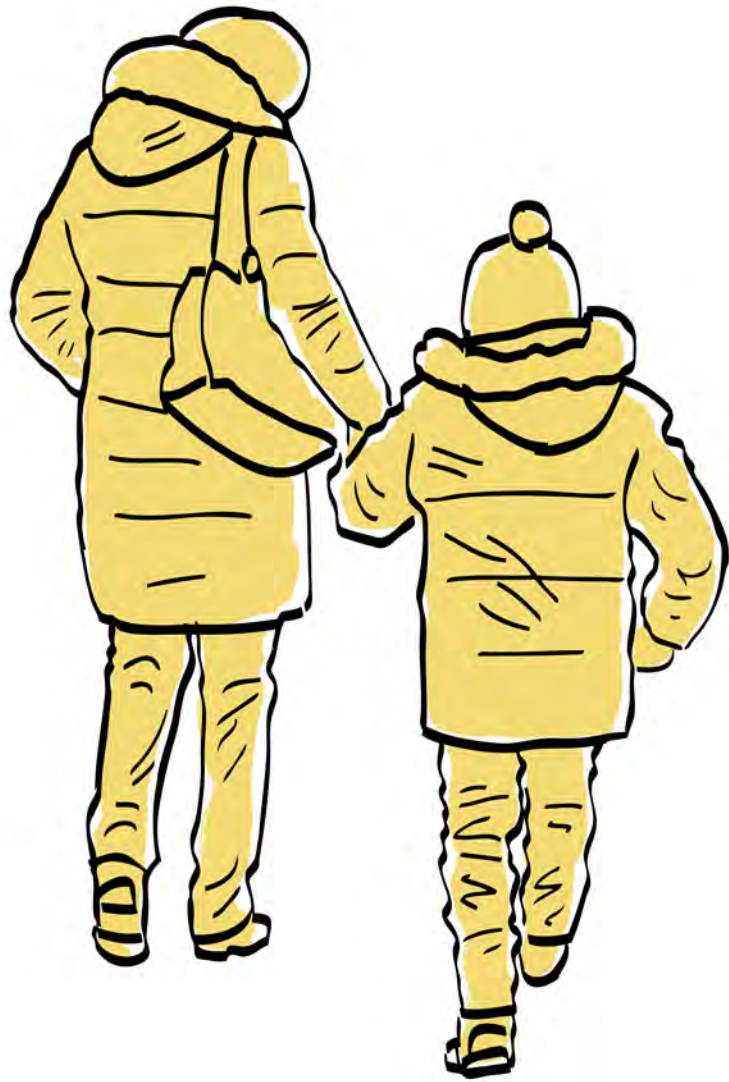
The staff operating the shelter is made up primarily of Aspire team members, trained in trauma-informed care and motivational interviewing. Having a large variety of speciality services cultivates a well-rounded environment for those families at the shelter to receive services and resources.

With that historical knowledge in mind, Aspire’s behavioral health, medical and recovery services have curated a comprehensive plan to bring their services to the residents at the winter contingency shelter directly.

“Everyone has been on board with helping the winter contingency shelter come together,” Bowers says.

“It truly is ONE Aspire and has taken nearly all our departments to make it come together and tear down barriers to service the people.”

One major shift this year in operations is how behavioral healthcare will be provided. A challenge in the past was figuring out how to get individuals to the health center to do the intake process. This year, Aspire's housing and behavioral health teams have worked together to develop a process to bring behavioral health to the shelter directly, which will greatly reduce barriers to residents receiving the behavioral healthcare they may need.



## WRAPPING AROUND FAMILIES WITH SERVICES

Last year, the winter contingency shelter was operational for 106 days, serving 61 families. This year, the shelter will be open for 121 days, starting December 1, anticipating at least 60 unique families. The goal is to keep people alive so the barriers for entrance are low.

"You don't have to be sober to come in. We aren't drug screening," Bowers says. "We will make sure the family and women's shelter is safe, but otherwise it is very open." This allows families to stay together.

One family in particular stands out from last year.

"We helped both this woman and her husband find jobs about a month before the shelter shut down and helped find them a temporary unit so they could save money," Bowers says. "After a month or so, they had created a budget, and we helped them with the security deposit with some donated dollars, and they were able to get their own place."

"We're a healthcare agency that can connect people to the resources they need," Keevin says. "We've got our own internal resources to be able to do this. Aspire has a diverse skill set that is needed to operate a winter contingency shelter. Not only do we have expertise in healthcare, but we're managing the logistics of sending out laundry, serving meals and managing inventory. I'm really proud of the team that we're able to do this."



# Housing Hub Groundbreaking

by Jaclyn Saunders

Aspire Indiana Health, alongside other community partners, took part in the recent groundbreaking for the Housing Hub, Indianapolis's first publicly constructed emergency shelter.

Operated by Aspire, the Housing Hub will centralize supportive resources for residents experiencing homelessness and will be the first low-barrier shelter option in the city. The facility is expected to be four stories, about 63,000 square feet, and have 150 bed spaces for individuals, couples and families.

"The Housing Hub represents the City's latest effort to solve the complex issue of homelessness and housing instability in our communities," says Indianapolis Mayor Joe Hogsett. "Not only will this site provide vital services and care to those who need it most, it will also welcome those who have faced barriers to safe, emergency shelter in the past."

"Aspire Indiana Health is proud to again partner with the City to provide this essential service for the homeless and at-risk population," says Antony Sheehan, President and CEO of Aspire Indiana Health. "It's more proof of how our community is stepping up to assist the most vulnerable and help put them on a pathway to finding long-term, secure housing." The Housing Hub is scheduled to open in 2027.



# Employee Spotlight: Amanda Shepherd

DIRECTOR, PRACTICE OPERATIONS

Amanda Shepherd joined Aspire Indiana Health a little over two years ago and serves as the Director of Operations at the Noblesville Health Center. Her time at the Noblesville Center has brought immense joy and passion. “The opportunity to witness visible improvements in patients’ well-being and the transformative journey toward their recovery is a truly rewarding experience,” Shepherd says.

“The remarkable growth and dedication of the Noblesville team, and observing the tangible positive impact they have on our patients’ lives, makes every ounce of stress and difficult moments profoundly worthwhile,” she says.

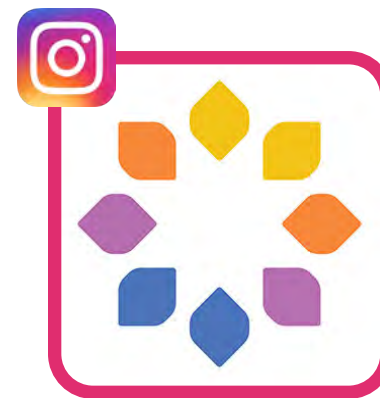
**“The progress we see, the care we provide, and the healing we facilitate are powerful reminders of our collective purpose and the immense value of our work.”**

Outside of work, Shepherd enjoys spending time with her family and friends, going to concerts, and volunteering in her community.



# Social Media Hits

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





# Aspire News

## ASPIRE OFFICIALLY OPENS IN SHELBY AND HANCOCK COUNTIES

Aspire Indiana Health has officially begun services in Shelby and Hancock Counties! As the new Community Mental Health Center (CMHC) for both counties, Aspire is operating in the following locations:

**7 E. Hendricks St.  
Shelbyville, IN 46176  
(317) 674-0506**

**120 W. McKenzie  
Street, Suite G  
Greenfield, IN 46140  
(317) 674-0500**



Sheehan

“Aspire Indiana Health is humbled to have been selected to serve Shelby and Hancock counties,” said Aspire President and CEO Antony Sheehan. “In just a few short months, we’ve built strong

partnerships with other healthcare providers, elected officials and key stakeholders in these communities. Aspire pledges to continue to grow our capabilities to meet the needs of the community in the years to come.”

Aspire continues to hire staff and has partnership agreements in place with Major Health Partners and Hancock Regional Hospital. The initial rollout of service has focused on residents with serious mental illness, and will later expand to include: youth/family/school partnerships; home and community-based services; substance use disorder treatment; and crisis response/stabilization.

## ERVIN PROMOTED TO SENIOR DIRECTOR

Congratulations to Kaitlyn Ervin, who has been promoted to Senior Director of Crisis Services! Ervin has been a driving force at Aspire since 2013. Since that time, her journey at Aspire has encompassed roles such as intake clinician, outpatient therapist, outpatient clinical manager, and, most recently, director of crisis services.



Ervin

As the Senior Director of Crisis Services, Ervin actively shapes the landscape of crisis care both internally at Aspire and externally in the community in her roles as chair of Aspire’s Zero Suicide initiative, member of the Indiana Crisis Assistance Response Team (ICART), and participant in the National Association of Crisis Organization Directors (NASCOD).

## ACCENT ON COMPASSION



In [last month's Accent on Compassion feature](#) by Aspire Indiana Health President and CEO **Antony Sheehan**, he talked about Aspire’s second year partnering with the City of Indianapolis on the winter contingency shelter – using the shelter as an example of converting a resource into a tool for empowerment.



## WHY YOUR ANNUAL PHYSICAL MATTERS



**Annual physical exams play a crucial role in preventive care by identifying health concerns early, managing chronic conditions, and promoting long-term wellness.**

Annual physicals include a full evaluation of overall health, including:

- Vital signs
- Preventive lab work
- Immunizations
- Chronic condition review
- Behavioral health screenings
- Age-appropriate cancer screenings

### Who Should Get an Annual Physical?

While recommendations vary, most adults should have a yearly checkup, especially those who:

- Have chronic conditions such as diabetes, heart disease, or high blood pressure
- Have a family history of chronic illnesses
- Are taking long-term medications
- Have new or ongoing health concerns
- Want to stay proactive about their health

### Take the Next Step

Annual physicals are simple, routine, and one of the best ways to protect your health.

To schedule your appointment or learn more, visit us online at: [AspireIndiana.org](https://AspireIndiana.org)

**Together, we can build a healthier community – one annual visit at a time.**





# Great Job!

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



**Latasha Bradley, Certified Medical Assistant**, has a heart of gold. We had a particular patient concerned about getting a medication refill.

This patient is not a client of hers or her provider, but she went out of her way, above and beyond, to make sure this patient was taken care of. Noblesville is very lucky to have Latasha on our team.



**Johnnell Young, Patient Access Specialist**, went above and beyond for a family seeking services by asking team members for help and

doing her own research to find appropriate resources to best meet their needs!



**Ross Heironimus, Manager, Database Administration**, has been exceptional on the SDA Project, bringing innovation and

dependability to solve our audit challenges. His positive attitude, technical knowledge and collaborative approach have been invaluable. He volunteers for extra responsibilities and consistently follows through, directly supporting quality patient care and compliance.



**Shawna Chung, Licensed Clinical Therapist**, wrote an excellent detailed summary to support medical necessity for increased

service for a client when insurance was denying service. She did this very quickly and with excellent clinical information to support medical necessity, resulting in the client receiving authorization for treatment. She worked cooperatively with our team.

Great Job!



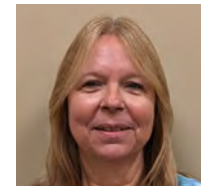
**Larry Hutton, Maintenance Technician**, remembered I had mentioned the fluorescent lights in my office were giving me

headaches. He took the time to come and replace the bulbs in my office with LED lights so I would no longer have headaches. I was very impressed that Larry not only remembered but set aside time to remedy the problem without me needing to make a request.



**Courtney Tanner, Y&F Home Based Therapist**, helped me process a case to determine what services could be effective in

helping meet a client's needs. She also coordinated with the client's probation officer to advocate for continued services.



**Deb Brown, Patient Access Specialist**, helped a client who has a visual impairment after an accident. This client recently turned

18 and needed to sign paperwork. Deb printed off the paperwork and highlighted every spot for the client to sign/initial to make it easier for her to complete, rather than the client struggling to see it on a phone or tablet.



## WHY ANNUAL PHYSICALS MATTER

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**NEED TO SCHEDULE? Visit us online at:**

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