



RELY CENTER – OUR STORY

The journey to establish the Rely Center began with a deep understanding of our community's evolving needs for crisis support.

Early Discussions: 2012

Although discussions about crisis support had been ongoing for years, 2012 marked the formation of a dedicated workgroup. This group began meeting regularly to develop strategies for addressing the county's increasing need for crisis support.

Building Momentum: 2022

Following a decade of foundational work and preliminary advancements, the concept of an Assessment Center in the county experienced a significant resurgence of interest in 2022. This renewed momentum fueled extensive discussions, leading to the rapid development of detailed operational concepts and the establishment of concrete plans for its implementation. The year 2022 marked a pivotal point where theoretical aspirations



transformed into tangible progress, setting the stage for the realization of this long-held objective.

During this year, several concurrent developments

cleared the path for targeted conversations, structure, sustainability, and vision. With letters of support from Hamilton County Commissioner Mark Heirbrandt and Councilman Judge Steve Nation, Aspire Indiana Health was awarded a Crisis Receiving and Stabilization Services (CRSS) grant of just over two million dollars through the Family & Social Services Administration (FSSA).

Our task was to establish a new, subacute crisis receiving and stabilization program for adults experiencing crisis, adhering to best practices outlined by SAMHSA and the "No Wrong Door" philosophy. The initial step involved convening those on the front lines of crisis response within our community.

Community Collaboration and Learning: 2023

On September 28, 2023, the first CRSS Community Crisis Meeting was held. Though initially a small group, our numbers have continued to grow with each subsequent meeting. Establishing a crisis center that was an integrated part of the crisis continuum required time, grace, and a deep understanding of our community and its needs.

Therefore, we embarked on a learning journey, drawing insights from each other and from existing crisis centers, psychiatric urgent care facilities, and sobering centers. When it comes to crisis intervention, a “one-size-fits-all” approach is ineffective. Consequently, we adapted the most effective models and tailored them to our community’s specific requirements.

Crucially, the crisis center was designed to meet not only the needs of the mental health center but also those of the county hospital, health department, county government, first responders, law enforcement, the judicial and jail systems, and all established community partners. This collaborative approach distinguishes our initiative. Rather than simply establishing a center and adapting it to our community, the community collectively developed a center specifically designed for its needs.

Solidifying Investment and Construction: 2025

The county recognized this approach as not only addressing a critical need within the crisis continuum but also as an opportunity to invest in community partnerships to meet these crisis needs. With the support of Commissioners Mark Heirbradt, Steve Dillinger, and Christine Altman, along with seven members of the City County Council, this investment was solidified on Wednesday, May 7, 2025. On this date, the county approved \$3.5 million for Aspire Indiana Health toward the building and operations of the comprehensive crisis center named Rely.

Construction began within days. With the assistance of architects from Artekna and Skender Construction, our initial drawings of the ideal crisis center began to take shape as a reality. Every inch of this center has been carefully designed from the perspective of the patient experience. This meticulous attention to detail is what distinguishes our center from others.

We carefully and meticulously combined the requirements outlined in Indiana’s definition of a crisis receiving and stabilization center with the needs of our first responders/law enforcement and those experiencing crisis. This comprehensive approach extended to every detail, from warming blankets and excellent coffee to our one-way observational mirror. The Vision of Rely

Rely was not merely the vision of a single agency or individual. It embodies a community’s recognition of the need for a comprehensive crisis continuum and its understanding that collective effort, and ‘relying’ on one another, are essential to making it a reality and ensuring it precisely meets the community’s needs.

Thank you and if you have further questions about Aspire Indiana Health’s array of services, please contact:

Mary Giesel

Manager, Community Outreach
mary.giesel@aspireindiana.org
(317) 678-9397

dianna Huddleston

Vice President, Community Partnerships
dianna.huddleston@aspireindiana.org
(317) 587-0606