



2019 ANNUAL REPORT



Amy Matthews
Church Church Hittle + Antrim
Board Chair of Aspire Indiana

2019 was truly a transformational year for Aspire Indiana (AI), a Community Mental Health Center and Aspire Indiana Health (AIH), a Federally Qualified Health Center. The most significant change is that two formed a consolidated health system.

In November we reorganized our business operations with AIH as the parent company and AI as a subsidiary. Together we will be branded as Aspire Indiana Health but remain two separate corporations.

“It took lots of planning and hard work, but we believe this new identity reflects the culmination of our journey to becoming a fully integrated nonprofit healthcare provider,” President and CEO Barbara Scott said.

“High risk populations with complex medical, behavioral, financial and social needs remain at the core of what we do. We are simply able to insure that the people we serve have access to all the care they need in a seamless, integrated method. It’s a ‘No Wrong Door’ approach to comprehensive healthcare.”

The Aspire organization also saw significant expansion. We also consolidated operations with Progress House, the oldest and largest recovery residence in Indiana. Progress House (PH) is now a corporation within the Aspire Indiana Health system as a subsidiary of Aspire Indiana.



Barbara Scott, LCSW, MBA
President & CEO of Aspire Indiana

Together, AIH, AI and PH are pioneering a new way of thinking about substance use disorder. We have developed a model we call, “Whole Health Recovery Centers” where we bring all the services people struggling with addiction need to combat their disease, while providing a safe, sober place to live.

The first such recovery center is in the final stages of approval in Anderson, and we are making plans to establish more.

Also in 2019, longtime Noblesville physician Dr. David Dwyer joined the Aspire family. We are thrilled to have a veteran caregiver known for his diligence and compassion as part of our company.

Aspire continues to make strides in being recognized as a high-performing organization. Our information technology team has received national recognition for moving to a cloud-based system with greater flexibility and security. We are discovering new ways to use metrics to measure how well we’re performing and highlight areas for innovation. Our clinic team has received recognition for achieving a zero suicide milestone this past year after adopting protocols and workflows promoted by the national Zero Suicide Initiative.

As a growing organization, we have ramped up our recruiting efforts so we can find and hire the best candidates to deliver high-quality services to our clients. It takes a special kind of person to work at Aspire, one who sees serving others as central to their daily mission.

For the first time, we are actively marketing and promoting our brand so that potential consumers, referral sources and community stakeholders know what we do and what we offer through our hefty array of medical, behavioral and support services. This includes advertising, public relations and other forms of outreach that represent a new paradigm for us.

Aspire Indiana Health is growing, but we’re also “changing our DNA.” This means no longer operating in relative anonymity to our historic base of at-risk populations. We offer “Whole Health for the Whole Family,” and the years to come are bright with promise.

BOARD OF DIRECTORS

- **Board Chair**
Amy Matthews
- **Board Vice Chair**
Leroy Quashie, PhD
- **Board Secretary**
Trent Scott
- **Board Treasurer**
Michael J. Hall
- Meredith Carter
- John Demaree
- Dr. Shelagh Fraser
- Dr. Eric A. Marcotte
- Jeffrey L. Reed
- Donna Yancey
- Carolyn P. Brody

EXECUTIVE STAFF

- **President & CEO**
Barbara Scott, LCSW, MBA
- **CAO**
Dee Roudebush
- **CFO**
Tim Crockett
- **VP, Medical Services/Medical Director**
Betsy Rosiek, MD
- **CIO**
Jody Horstman, HSPP
- **CTO**
David Speicher
- **CSO**
Jerry Landers, DBA
- **CQO**
Jim Skeel, LMHC
- **VP, Corporate Development & Executive Director, Progress House**
Darrell Mitchell
- **VP, People Operations**
Lise Ebert

BHAGS

In August 2016, Aspire announced a list of Big Hairy, Audacious Goals (BHAGs) that would test the scope of our ambitions and what we want to accomplish in serving our communities. We’re proud to announce that two of the four BHAGs have already been met!

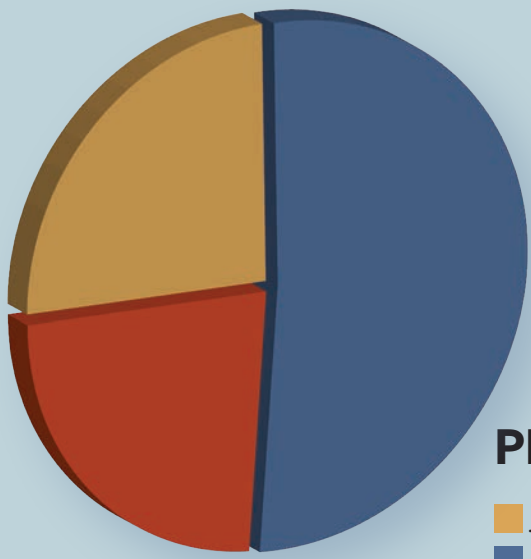


ZERO SUICIDES among those we serve by 2021.

SERVE 20,000 unique individuals by 2020.

INCREASED LIFE EXPECTANCY in those with SMI, 10 years by 10 years (2026). There is improvement in BMI, LDL, HbA1c, Total Cholesterol and HDL, Glucose and Waist Circumference.

100% CLOUD-BASED by 2020 and we are currently 78% cloud-based.



PEOPLE SERVED

- 24.9%Chronically Addicted
- 51.4%Seriously Mentally Ill
- 23.7%SED (Youth)

SERVICES

CRISIS SERVICES:

Total phone contacts/calls	16,865
Total CIT police officer interventions	793
Total youth involved.....	307
Total inpatient admissions	877
Total urgent intakes scheduled.....	2,244

ASPIRE SERVICES (units of services):

Structured group living.....	42,861
HCBS - Adult.....	90,581
School Based	16,527
Outpatient.....	135,806
Other.....	11,020
Overall services	296,795

ACCESS SERVICES:

Incoming calls to Access and Crisis.....	97,539
Requests for treatment	11,197
Distinct individuals.....	10,533

KIDS TALK:

Children were served through forensic interviews.....	581
Adult non-offending caregivers served through victim advocacy ...	663
Number of times prevention program presented in schools.....	395
Number of schools prevention program presented to.....	36
Number of students prevention program presented to	12,067
Amount of funds raised for Stand Up for Kids!	\$49,000

HOUSING CLIENTS SERVED:

Veterans	52
May House	35
HUD properties.....	109
6th Street co-op.....	6
Permanent supportive housing	67
Emergency Solutions grant	26
Housing First grant	38
Aspire Manor	12

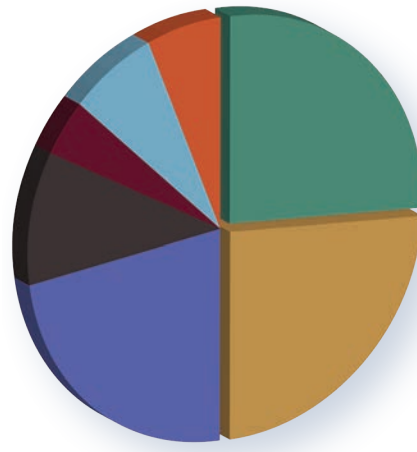
FINANCIALS

REVENUE

Net client service revenue	\$15,740,408
Government/Grants.....	11,544,379
County funding.....	3,928,283
Interest and dividend income	884,339
Contributions	34,136
Project, program and subcontract revenue	468,334
Net rental revenue	720,435
Other.....	939,211
TOTAL	\$34,259,525

EXPENSE

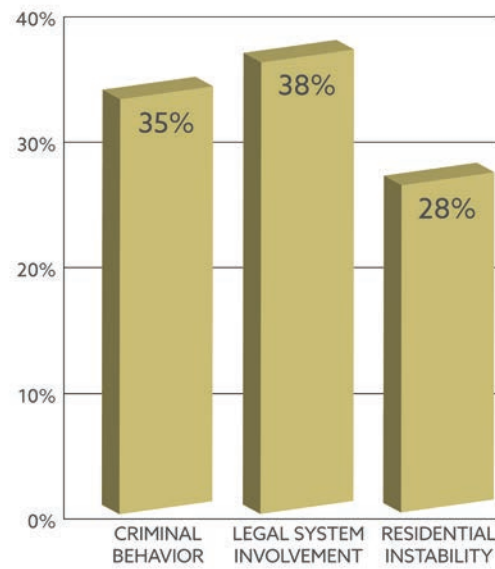
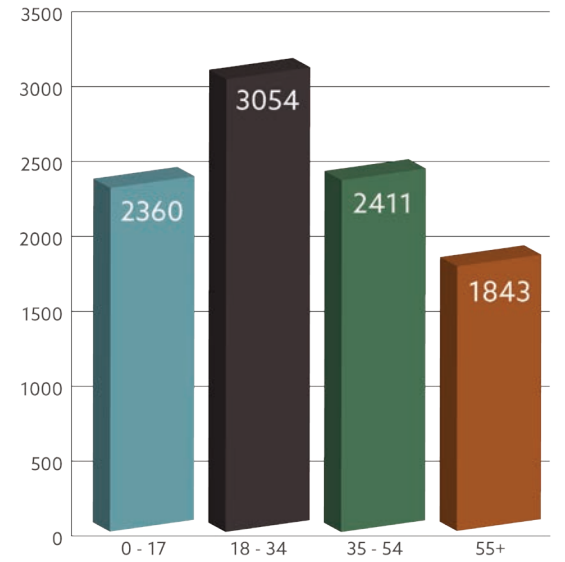
Mental Health/Substance Abuse/Recovery	31,308,759
Housing.....	631,734
Employment.....	204,229
Total Expense	32,144,722
Reserve for future growth and investment.....	\$2,114,803



PRIMARY DIAGNOSIS

- 6%Other
- 7%Bipolar Disorders
- 4%Attention Deficit Disorders
- 10%Schizophrenia
- 23%Depression
- 24%Substance Use Disorders
- 26%Anxiety

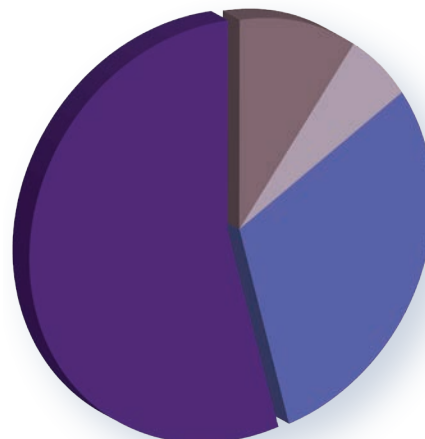
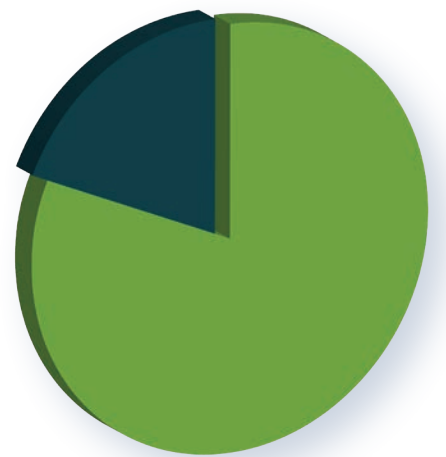
AGES SERVED



ADDITIONAL BARRIERS

INCOME STATUS

- 18.4%Personally Supported
- 81.6%Publicly Supported



INTENSITY OF SERVICES

- 10%Therapy Only
- 6%Therapy and Case Management
- 30%Community Based Services
- 54%Intensive Community or Residential