



**NO WRONG DOOR**

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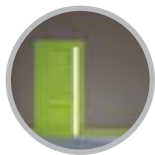
**TO WHOLE PERSON CARE**

# MESSAGE TO THE COMMUNITY

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## NO WRONG DOOR

Taking care of your mental and physical health shouldn't be a guessing game. That's why Aspire Indiana has been focused on a "No Wrong



Door" approach to

the services we offer. In 2016

Aspire made significant progress

towards integrating

our services in a way

that we can see "the whole person", regardless of why or

where our clients come to us initially. Why is this important?

Because our health isn't segmented. Mental health

impacts our physical health

and vice versa. Our environment (housing, employment,

community) impacts our health. Health is integrated,

and for best results your

healthcare should be too. In

just the first year, the results

are speaking for themselves.

In the pages that follow, you

will hear stories from around

Aspire that are testimonies

to the impact integrated care

is having in the lives of our

clients.

Building off of a strong 2015, 2016 has not disappointed. Aspire continued its development towards becoming a truly integrated care provider, breaking down the barriers between behavioral and primary care. Clients are beginning to see and feel through changes in our programs and service offerings, and in the processes we are utilizing the "no wrong door"

philosophy. Whether you come in for employment services, addictions treatment, chronic health issues, or a mental health crisis, Aspire is beginning to see the "whole person" through the care we provide, and the results are inspiring!

Through this annual report, which covers Aspire's fiscal year 2016, you will see how our journey in integration is impacting all aspects of the organization, from direct service providers on up. In 2015 we spoke of the changes coming to our protocols, systems, technology, staff and programs. We are grateful for our staff that have embraced these changes with enthusiasm. Aspire is being recognized within the state and around the country for our efforts, and that is a direct result of our staff being willing take on this new challenge.

Through this annual report you will begin to see the first fruits of this change process. Programs are expanding quickly, new clients are being reached, and health outcomes are being improved across the board. These are exciting times for Aspire Indiana. Amidst the tempests of a turbulent healthcare industry, we are relying on great employees and great community partners to find our way forward. Thank you to all who are a part of serving our community through the work of Aspire.

Although we serve in 32 counties across the state, our mission stays the same, "Together...making health and well-being a reality." That has been and is our goal in integration, to be able to provide the best care for each individual we serve, and Aspire is on its way to achieving that goal. As we seek to improve the quality of our services, we are also focused on expanding



**Jeffrey L. Reed, CPA**  
*Board Chair*



**C. Richard DeHaven**  
*Aspire President and  
Chief Executive Officer*

the reach, as we know that many individuals are not receiving the care they need. In 2017 we will continue to build on the progress made this year and strive to be a place where there is no wrong door to whole person care.





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Brett Presley, M.D., Staff Psychiatrist  
Andrea Rabadi, N.P., Nurse Practitioner  
Kelly Rhoadarmer, M.D., Staff Psychiatrist  
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Marti (Martha) Collins, N.P., Nurse Practitioner  
Syd Ehmke, N.P., Nurse Practitioner, COO  
Karen Iseminger, N.P., Nurse Practitioner  
Marcia Ng, N.P., Nurse Practitioner  
Dr. Betsy Rosiek, M.D., Vice President & Medical Director  
Stephanie Sciaudone, N.P., Nurse Practitioner  
Dr. Jerry Sheward, M.D., Psychiatrist



Each year Aspire provides approximately \$10 million worth of charity care. One way you can support Aspire's ongoing mission is through the "[Care to Share](#)" Campaign. This year, generous individuals like you can make a tax deductible donation to support Aspire Indiana's housing services, and in turn help the homeless, veterans, and low income families receive the care they need to find and maintain affordable housing. Giving through the Care to Share program is a simple online process on our website under "Donation".



In FY 2016 Aspire Indiana rolled out a **new mission, vision, and values** to guide the organization forward as we pursue integration and whole person care. The new mission affirms our pursuit of “health and well-being”, moving beyond behavioral health or primary health individually. Our vision is not to simply follow a trend of integration, but to do it better and be the standard for healthcare transformation. Why are we doing this? It is because we believe to provide the best quality care to our communities we need to leave old paradigms behind and move forward into the future.

## MISSION

“Together...making health and well-being a reality!”

## VISION

“To be a recognized leader in healthcare transformation and an employer of choice: redefining excellence and innovation in our communities.”

Moving forward meant breaking down barriers between the three main components of our services: behavioral health, primary care, and addressing the social determinants of health, i.e. the resources necessary to meet our daily needs such as housing and employment. Out of this work came the mantra “no wrong door”. No matter how you found Aspire or why you came to us, there should be “no wrong door” to access any of the services we offer. FY 2016 focused on improving lines of communication, building collaboration and creating a unified experience for the individuals we serve. This is an absolute necessity for providing whole person care; the ability to address the mind, body and

spirit that are all instrumental in health and well-being.

In the pages ahead, you will see the unifying thread of whole person care. Through any of the open doors of Aspire, our team helps clients access the services they need, even the ones they may not have known coming in. FY 2016 was a tremendous success for Aspire Indiana, with new locations, more individuals served, and expansions of services to provide more comprehensive care. “Together...making health and well-being a reality!” isn’t a slogan, it is our mission and FY 2016 was the next big step in reaching the goal.



A client's first interaction with Aspire is most often through the [Access or Crisis departments](#). The Access Department is a call center that handles all first time visit scheduling and has extensive knowledge of our services, costs, and locations.

The Crisis Department provides 24-hour crisis intervention, assessment, and referrals for individuals, families, and communities experiencing mental health and/or substance abuse related emergencies. The Crisis department works closely with first responders to quickly and effectively serve those in crisis.

To streamline this process and meet the growing demand for these services, Access and Crisis merged in April, and are now called the Access Engagement Team, in a new shared space in Carmel.

#### ACCESS

Total Number of Calls: 29,994

Total Requests for Treatment: 11,296



#### CRISIS

Phone Contacts: 13,094

Evaluations:

Adult: 419

Youth: 149

Total: 568

Urgent Intakes: 1,617

#### POLICE INITIATED EVALUATIONS:

Adult: 443

Youth: 167

Total: 610



## HUMAN RESOURCES & INFORMATION SYSTEMS



All of the services and programs Aspire offers wouldn't be possible without two very important departments: [Human Resources](#) and Information Systems. In

While HR was building our people power, [Information Systems](#) was hard at work, equipping our team with the resources to be dynamic and effective in

order to provide exceptional care, Aspire relies upon great staff that love what they do, want to do it well, and put the clients first. In 2016, the human resources department's hard work grew the Aspire team to nearly 500 and developed [exciting programs](#) to retain, develop, and show appreciation for our staff.

the 21st century. We moved our email to Google and now have anywhere/anytime access to email, calendars, and real time collaboration on documents through the cloud. This reduced trips by 3,000 in a six month period, and reduced mileage by 13,000 in the same period. We doubled down on security to ensure our client's private information stays that way through 2-factor authentication. Through these initiatives and many others, HR and IS are building a network of people and tools that work in an integrated environment.



## BEHAVIORAL CARE

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Providing [behavioral health services](#) takes a myriad of care providers with diverse skill sets. It takes a wide variety of approaches, in many different settings. Through Aspire's behavioral health services, children through the elderly receive personalized services and care plans. These plans could include group and individual therapy, family and marriage counseling, care coordination, life skills instruction, and medication assistance, among others. Through inpatient and outpatient locations, group homes, school and community-based services, Aspire is able to provide appropriate levels of care as responsively as possible. Mental health needs do not discriminate based on race, gender, or socioeconomic status. That is why Aspire seeks to break down negative stigmas surrounding mental health treatments and serve in ways that reduce barriers to care for our consumers.

### TOGETHER...

making health and well-being a reality!



## PRIMARY CARE

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To provide whole person care, Aspire needed a provider that understood the primary care needs of our mental health clients, including the homeless and low income populations, and could provide high quality care to anyone who walked through our doors. That is why Aspire helped launch [Aspire Indiana Health](#) (AIH), an integrated primary care health center with locations in Anderson, Carmel, Elwood, and Indianapolis. With this new partnership, Aspire hopes to decrease the number of individuals without a primary care provider, and reduce the disparity in life expectancy of those with mental illnesses and the general population. Aspire Indiana Health hit the ground running and served nearly 1,000 individuals in its first year!

### APPOINTMENTS MAY BE MADE FOR:

- Acute Health Needs (e.g., bronchitis, sinusitis)
- Chronic health needs (e.g., diabetes, high blood pressure)
- physical exams
- well child exams
- immunizations
- blood draws
- in office quick tests

### SPECIAL SERVICES:

- PrEP
- Free and confidential HIV and Hepatitis C testing
- Office dermatology procedures
- smoking cessation
- incentive spirometry



## HIV SERVICES

Aspire Indiana's [HIV Services](#) team expands Aspire's reach beyond its 4 core counties to a 32 county footprint throughout the state. These services are for individuals who know they are HIV+, those who need to be tested, and those who are at risk of contracting HIV and could benefit from educational programming and preventative treatments and interventions. Like all of Aspire's services, HIV services are confidential and can be integrated with any [other services](#) individuals may need through our continuum of care, including housing and employment.

### [HIV CASE MANAGEMENT](#)

4,438 hours  
341 clients

### [HIV TESTS](#)

1,522, identifying 3 new HIV+ individuals (0.2% positivity rate)

### [HEPATITIS C TESTS](#)

1,151, with 329 positives (28.58% positivity rate)



## ADDICTION SERVICES

One of the open doors to Aspire Indiana that individuals can be reluctant to walk through is our [Addictions Services](#). Oftentimes their participation is mandated for various reasons, or the stigmas they face are overwhelming. That is why this year Aspire developed a new [Substance Use Philosophy Statement](#) that guides healthy interactions with individuals with substance use disorders. At Aspire, and best practice providers around the country, addiction is not a character flaw, it is a disease that can be treated. That hope and optimism led to over 3,200 individuals receiving care through Addictions Services just last year.



At Aspire, we believe that substance use disorders are medical conditions which are chronic in nature, tend to get worse if untreated, and can be fatal over time. We also believe that [individualized treatment](#) which addresses the strengths, needs, and co-occurring behavioral health concerns of the individual provides the best hope for long term management of this problem. We are committed to using state of the art treatment modalities that are evidence based, including medication assisted treatments, to address the needs of individuals and their families. We also believe that with proper treatment, individuals can successfully move away from addiction and move forward in their lives.





# EMPLOYMENT PROGRAMS & AFFORDABLE HOUSING

Aspire's housing program is the largest in the state for a community mental health center, with over 300 housing units. Programs for rapid re-housing, veterans, and permanent supportive housing all exist through Aspire, and continue to expand. The Care to Share campaign this year will help provide important financial resources for this program as it helps to provide a home and rebuild self sufficiency for our clients.



How can individuals without a job or a roof over their head take the time to care about their physical and mental health? Through entitlement services, Aspire was

able to help 837 individuals access health insurance and 62 [find employment](#), which decreased healthcare costs by almost \$300,000 and return almost \$760,000 to

the community in earned wages.

To learn more about Aspire's Employment Services: <http://www.aspire-indiana.org/employment-programs/>



## SOCIAL ENTERPRISES

Sigmund Freud is quoted as saying, "Love and work are the cornerstones of humanness." To put that thought another way, purpose and relationships are essential to our well-being. Through Aspire's social enterprises, we are able to help

individuals with barriers to employment gain skills and find purpose through their own skills and abilities. Through [Harvestland Farm](#), [Vending Services](#), Housekeeping Services, and the production of "[Recovery Glass](#)" necklaces, Aspire was able to provide employment opportunities to 51 individuals in FY 2016, leading to 22,782 mission hours worked.

This isn't a sheltered workshop; there are real business measures that must be met. This is "Employment with a Mission".



Aspire's Social Enterprises was able to provide employment opportunities to 51 individuals in FY 2016, leading to 22,782 mission hours worked.





## KIDS TALK

Experiencing the horrible trauma of physical and sexual abuse or neglect as a child is incomprehensible. Having to relive that trauma over and over to find justice makes it even worse. That is why in the spring of 2015 Aspire launched [Kids Talk](#), a child advocacy center, in Madison County. At Kids Talk, children are able to tell their story one time to a caring forensic interviewer in a child friendly environment and the children and non-offending family are connected with Aspire's full range of services.

In just its first year, [Kids Talk](#) served 557 children and their non-offending parents, lessened the trauma for children, and streamlined the justice process, reducing the time from reporting to trial. The numbers are staggering, but child by child, family by family, Kids Talk is playing an important role in Madison County helping children and families reestablish a sense of security and create a new environment for their well-being.

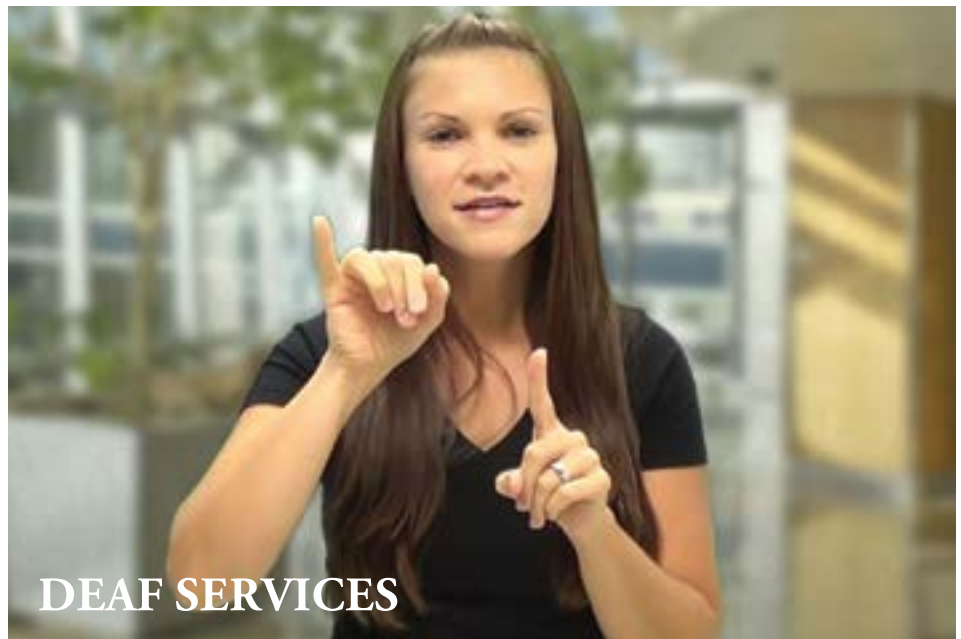


## SCHOOL-BASED SERVICES

While adults make up the majority of those we serve, children do have mental and primary care needs and Aspire serves them through various means. One way we provide child/youth oriented services is through [school-based programs](#). Our school-based programs are in place in 29 schools across seven school districts with 18 direct service staff. School-based staff address mental health needs, refer to primary care services when appropriate, and engage students, parents, and school personnel to enhance learning capabilities and create an environment conducive to learning for all.



Doors come in all shapes and sizes, but the “door” of Aspire’s Deaf Services is truly unique! Aspire Indiana provides behavioral health and primary care services to the deaf and hard of hearing populations. This service team is based at our Willowbrook office, but these services are available at any Aspire location. In addition to the Willowbrook Office, Aspire also has a team of behavioral health specialists who work with students at the Indiana School for the Deaf. Lastly, Aspire’s Sunshine House is a group home that serves the deaf and hard of hearing populations, a one-of-a-kind facility within the state. Deaf Services 23 member team serves upwards of 125 individuals at any given time.



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**TO LEARN MORE ASPIRE’S DEAF SERVICES:**

<https://youtu.be/DmdReDCe1wo>



## HOW TO CONNECT

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Our hope is that through this annual report you have gotten a glimpse into the world of Aspire Indiana. Through our many open doors, we are connecting with persons from all walks of life and helping them access services in an integrated setting that is truly making health and well-being a reality. One question you may have is, how do I connect with Aspire Indiana? That’s easy!

If you or someone you know is experiencing a mental health and/or substance abuse crisis, **Call: 1-800-560-4038**

To schedule an appointment with Aspire or talk to a friendly representative about the services we offer, **Call: 1-317-574-1254**

Perhaps you are interested in joining the growing Aspire team? **Click here** to see a full list of current job openings!

Need a little convincing? **Watch this video** to see the Top 10 reasons you should join the Aspire team.





# FINANCIALS

## REVENUE

|  |                      |
|--|----------------------|
| Net Client Service Revenue .....             | \$ 14,801,794        |
| Government/Grants .....                      | \$ 11,865,452        |
| County Funding .....                         | \$ 3,776,859         |
| Interest & Dividend Income .....             | \$ 703,428           |
| Contributions .....                          | \$ 18,979            |
| Project, Program & Subcontract Revenue ..... | \$ 904,708           |
| Other .....                                  | \$ 746,119           |
| Net Rental Revenue .....                     | \$ 679,565           |
| <b>Total Revenue .....</b>                   | <b>\$ 33,496,904</b> |

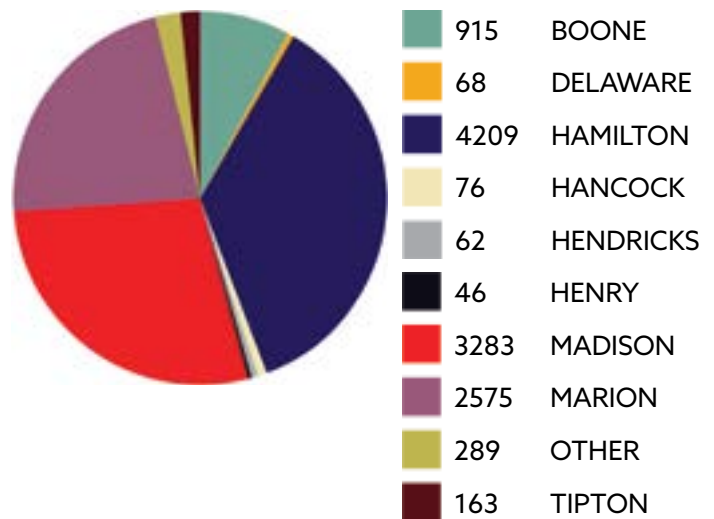
## EXPENSE

|   |                      |
|---|----------------------|
| Mental Health/Substance Abuse/Recovery.....       | \$ 28,076,640        |
| Housing.....                                      | \$ 2,007,392         |
| Employment Services.....                          | \$ 1,516,325         |
| HIV Services .....                                | \$ 1,242,008         |
| <b>Total Expenses .....</b>                       | <b>\$ 32,842,365</b> |
| Future Growth before Investment Gains/(Losses) .. | \$ 654,539           |
| Charity Care & Allowance.....                     | \$ 7,262,032         |

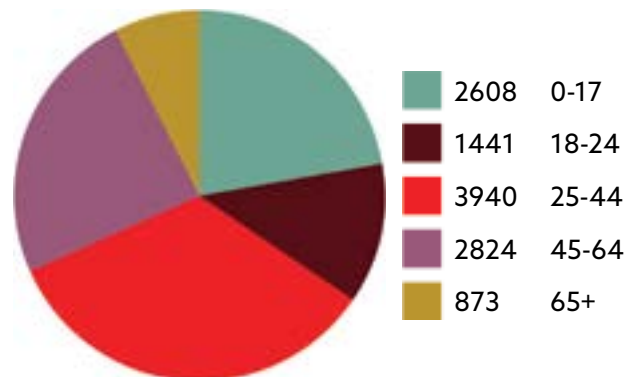
## GRANTS

|   |                       |
|---|-----------------------|
| Dis-R4 HIV .....                                | \$ 5,425.50           |
| HOME (Boone County Housing).....                | \$ 421,000.00         |
| HOPWA .....                                     | \$ 149,544.26         |
| HOPWA (Positive Link) .....                     | \$ 5,523.49           |
| HUD - Emergency Solutions Grant.....            | \$ 74,705.37          |
| ICJI - JAG.....                                 | \$ 55,835.65          |
| IDCS - Child Advocacy Center.....               | \$ 81,868.18          |
| Indiana School for the Deaf .....               | \$ 191,399.53         |
| ISDH - HIV .....                                | \$ 630,000.00         |
| Madison County Community Foundation (Kids Talk) |                       |
| .....   | \$ 9,600.00           |
| PATH I & II .....                               | \$ 153,813.24         |
| PIT Count.....                                  | \$ 1,107.85           |
| Porter Starke Services.....                     | \$ 206,818.75         |
| Riverview Health Clinic.....                    | \$ 93,435.08          |
| Samaritan Center .....                          | \$ 160,100.00         |
| VA - SSVF .....                                 | \$ 129,570.46         |
| VOCA.....                                       | \$ 49,457.91          |
| WIPA.....                                       | \$ 297,361.02         |
| <b>Total .....</b>                              | <b>\$2,716,566.29</b> |

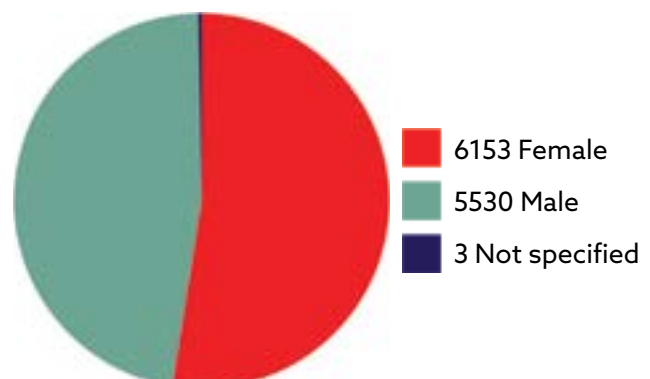
## COUNTIES SERVED



## AGES SERVED



## GENDERS SERVED



# DEDICATION TO JOHN MAY



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We wish to dedicate this annual report to a long-time friend and dedicated board of directors' member, John May. John was a devoted and giving member of the Aspire Board of Directors from 1982—2012. He was a former board chairman and a long time board treasurer. His passion for the work we do and his concern for the consumers we serve was extraordinary for someone of his business acumen and financial expertise. As his health started to fail and he had to excuse himself from other civil duties and boards, he remained on ours because as he told Rich DeHaven, it was the one that meant the most to him. We remember John May with great fondness and appreciation for all the time and talent he gave to help create Aspire Indiana, Inc.

## ONLINE INFORMATION

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### ASPIRE

 [aspireindiana.org](http://aspireindiana.org)  
 [facebook.com/AspireIndiana](https://facebook.com/AspireIndiana)  
[www.mystrength.com/](http://www.mystrength.com/)



### PORTAL

 [aspireindiana.org/portal/](http://aspireindiana.org/portal/)

### DEAF SERVICES

 [aspireindiana.org/deaf-services/](http://aspireindiana.org/deaf-services/)  
 [facebook.com/AspireIndianaDeafServices](https://facebook.com/AspireIndianaDeafServices)

### HIV SERVICES

 [aspireindiana.org/hiv-care/](http://aspireindiana.org/hiv-care/)  
 [facebook.com/AspireHIVAIDSCare](https://facebook.com/AspireHIVAIDSCare)





### AFFORDABLE HOUSING

 [aspireindiana.org/housing/](http://aspireindiana.org/housing/)  
 [facebook.com/AspireAffordableHousing](https://facebook.com/AspireAffordableHousing)

### KIDS TALK

 [aspireindiana.org/KidsTalk/](http://aspireindiana.org/KidsTalk/)  
 [facebook.com/AspireKidsTalk](https://facebook.com/AspireKidsTalk)

### EMPLOYMENT PROGRAMS

 [aspireindiana.org/employment-programs/](http://aspireindiana.org/employment-programs/)  
 [aspireindiana.org/indiana-works-wipa/](http://aspireindiana.org/indiana-works-wipa/)  
 [facebook.com/AspireVocationalServices](https://facebook.com/AspireVocationalServices)  
 [facebook.com/AspireIndianaWorks](https://facebook.com/AspireIndianaWorks)

### SOCIAL ENTERPRISES

 [aspireindiana.org/harvestland-farm/](http://aspireindiana.org/harvestland-farm/)  
 [aspireindiana.org/recovery-glass/](http://aspireindiana.org/recovery-glass/)  
 [aspireindiana.org/vending/](http://aspireindiana.org/vending/)  
 [facebook.com/AspireHarvestlandFarm](https://facebook.com/AspireHarvestlandFarm)  
 [facebook.com/AspireIndianaVending](https://facebook.com/AspireIndianaVending)  
 [facebook.com/AspireIndianaRecoveryGlass](https://facebook.com/AspireIndianaRecoveryGlass)

### AIH

 [aspireindiana.org/aspire-indiana-health/](http://aspireindiana.org/aspire-indiana-health/)

### WORDPRESS

 [aspireindianablog.wordpress.com/](http://aspireindianablog.wordpress.com/)

### YOUTUBE

 [youtube.com/user/AspireIndiana](https://youtube.com/user/AspireIndiana)

### PINTEREST

 [pinterest.com/aspireindiana/](https://pinterest.com/aspireindiana/)

### INSTAGRAM

 [instagram.com/aspireindiana](https://instagram.com/aspireindiana) #AspireIndiana, #funny4kids, #KidsTalkAtAspire, #HarvestlandFarm

### TWITTER

 [@AspireIndiana](https://twitter.com/AspireIndiana)

### LINKEDIN

 [linkedin.com/company/aspire-indiana-inc](https://linkedin.com/company/aspire-indiana-inc)