

# 2014

Aspire Indiana Annual Report

Each individual employee at Aspire  
contributes to helping our communities  
build better lives through their expertise,  
compassion, and care. They are making  
a difference every day.

They are Aspire.



## Aspire Indiana Board of Directors 2014

- **Bryan Brenner**, Board Chair, CEO, FirstPerson
- **Jeff Reed**, CPA, Board Vice Chair, Blue & Company, LLC
- **Paula Bachert**, Board Secretary, Zounds Hearing, President
- **Doug Prince**, CPA, Board Treasurer, ProCourse Fiduciary Advisors, LLC
- **Meredith Carter**, Hamilton County Representative
- **Doug Cassman**, CEO, Educational Services, Inc.
- **John Demaree**, COO/Principal, Summit Realty Company
- **Craig Dunkin**, President, W.R. Dunkin & Sons Construction
- **Syd Ehmke**, FNP Director, Riverview Hospital Community Health Clinic
- **Duane Hoak**, Ed.D., Retired, Anderson University
- **Darlene Likens**, Madison County Clerk
- **Amy Matthews**, Church, Church, Hittle & Antrim
- **Marjorie Shell**, Consultant, Millers Merry Manor
- **James Ward**, Retired, Ward's Awning Company
- **Donna Yancey**, Ph.D., Retired, School of Nursing Professional, NAMI Member

**A**t every Aspire Indiana board meeting, a staff member joins us to talk about his or her work. On the surface, these presentations simply keep board members informed about the organization's operations, needs, opportunities and similar matters.

But the impact of these conversations goes much deeper for those of us on the board. We regularly find ourselves moved by what we hear, and inspired by the stories staff members tell us.

What we invariably see are professionals who refuse to put limits on the work they do. They take a holistic view of their services, ignoring traditional silos to consider how they can apply Aspire Indiana's resources and expertise to address more fully the needs of the people they serve.

This sense of a broader purpose has long been a part of Aspire Indiana. Its professionals never look at people with HIV/AIDS and say, "That's not a mental health issue." They don't see housing problems and say, "That's the government's responsibility." And they don't look on any of the other countless complicating factors confronting people with mental health challenges and say, "That's not our job." Instead, they look at them and say, "How can we help?"

This approach has put Aspire Indiana on a multi-year path to transform its services to be broader, more thoughtful and entrepreneurial. Whether they are building innovative social enterprises such as Harvestland, working with people with serious mental illness who are deaf, or addressing other opportunities, Aspire Indiana's team has enthusiastically embraced new ways to provide much-needed assistance with the limited resources at their disposal.

In recent years, we have seen this mindset drive another area of growth: integrated care. For too long, primary care and mental health services have been segregated. As the Affordable Care Act has sparked a growing emphasis on connecting those services, Aspire Indiana has taken a leading position in the process of integration, forming alliances with healthcare organizations so the people we serve can get healthcare and mental health services in the same place.

In the coming years, you'll see even more leadership on this front, as Aspire Indiana opens new primary care clinics alongside its mental health facilities. And, if the past does indeed give a hint of the future, you'll soon see Aspire Indiana and its professionals held up as examples, sought as experts and applauded as pioneers.

Given its history, it only makes sense that Aspire Indiana would lead the way when it comes to forging a connection between primary healthcare and mental health services. We're proud of our team for the way it blazes new trails and sets higher standards.

But we're even more proud of them for the way they affect the people they serve. As we are reminded every time one of our staff members comes to a board meeting, these are professionals who improve people's lives. In the past year, we have been humbled by their work, and we look forward to continuing to play a small role in such truly meaningful work.



**Bryan Brenner**  
Aspire Board Chair,  
CEO, FirstPerson

"We regularly find ourselves moved by what we hear, and inspired by the stories staff members tell us.

What we invariably see are professionals who refuse to put limits on the work they do."



Former General Electric CEO Jack Welch once said, “No company, small or large, can win over the long run without energized employees who believe in the mission and understand how to achieve it.” As Aspire Indiana’s President and CEO, I interact with employees who embody this quote on a daily basis — employees from all areas of the company who know that what they do is having a positive impact in someone else’s life.

This annual report, which covers fiscal year 2014, focuses on the people of Aspire — from direct service providers to support staff to HIV staff — all of whom are key parts in the Aspire “machine.” As with any machine, if a part is missing, the machine will likely malfunction. That’s why Aspire values all of its employees equally.

What follows are personal accounts from several Aspire staff members in which they talk about what they do, what they contribute to Aspire, and, in some cases, the impact that they have on Aspire’s most important stakeholders — our consumers.

Aspire is more than an organization; it is a living, breathing entity that is made up of many different people — people from all walks of life, each bringing different life experiences and a unique perspective into the work that they do. This is what makes Aspire a vibrant and caring people-driven organization.

Fiscal year 2014 was a strong year for Aspire. In large part, this was because of the people working out front with consumers, and the people behind the scenes — all the moving parts that make up Aspire. I am but one of many parts. Together, we are Aspire. Aspire continued to receive financial support from a diversified funding base that includes loyal donors, as well as our employees.

As we look back and celebrate 2014, let’s also look ahead to 2015, a year that is sure to be filled with opportunities that will allow us to better serve our consumers and our communities.

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**The mission** of Aspire Indiana is to provide quality, compassionate care to all of our consumers through the delivery of effective & accessible behavioral healthcare & related services.



**C. Richard DeHaven**

Aspire President &  
Chief Executive Officer

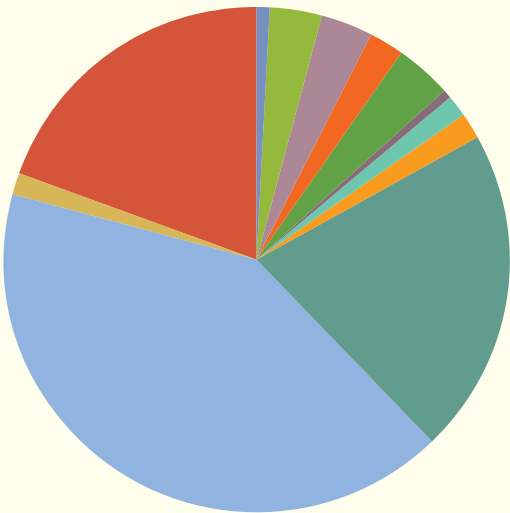
“Aspire is more than an organization; it is a living, breathing entity that is made up of many different people — people from all walks of life, each bringing different life experiences and a unique perspective into the work that they do.”

EXECUTIVE STAFF

- C. Richard DeHaven, President & CEO
- Barbara Scott, Executive Vice President & Chief Operating Officer
- Dr. Jerry Sheward, M.D., Vice President & Chief Medical Officer
- Craig Baird, Vice President & Chief Financial Officer
- Jerry Landers, Vice President & Chief Development Officer

MEDICAL SERVICES

- Jerry Sheward, M.D., Vice President & Chief Medical Officer
- Oleh Dzera, M.D., Staff Psychiatrist
- Jason Ehret, M.D., Staff Psychiatrist
- Syeda Khatib, M.D., Staff Psychiatrist
- Geoffrey Fortner, M.D., Staff Psychiatrist
- Judi Knowles-Duncan, M.D., Staff Psychiatrist
- Hua Luo, M.D., Staff Psychiatrist
- Michael Nicholas, M.D., Staff Psychiatrist
- James Nicholas, M.D., Staff Psychiatrist
- Patricia Nikolov, APN, Advance Practice Nurse
- Ronda Owens-Dehmer, Nurse Practitioner
- Brett Presley, M.D., Independent Contract Psychiatrist
- Kelly Rhoadarmer, M.D., Independent Contract Psychiatrist
- Betsy Rosiek, M.D., Associate Medical Director / Adult
- Dale Sommers, M.D., Staff Psychiatrist
- Ronald Stachler, M.D., Independent Contract Psychiatrist
- Paul Taraska, M.D., Staff Psychiatrist



CLINICAL STAFF

Senior Directors.....	5
Directors.....	15
Managers .....	16
Supervisors .....	19
Physicians.....	15
Advanced Practice Nurses.....	2
Registered Nurses.....	3
Certified Medical Assistants .....	5
Medical Social Workers, Healthcare Administrators, Ph.D.'s.....	68
Bachelor/Non-Bachelor Degrees ....	237
Child Rehabilitative Services .....	4
Residential Staff .....	66

The Call Center receives a large volume of calls, and our goal is to treat each individual with courtesy, respect, and empathy. As supervisor of this department, I am very pleased to have caring staff assisting first-time callers with the process of how to start their journey down their path to recovery. We can direct the client to the Aspire website for further information on the different programs Aspire offers, and, for convenience, the client can complete all initial paperwork on the portal. The Call Center monitors the portal and works closely with the other offices to ensure consumers are scheduled promptly.

Our major highlight this year was starting Open/Same Day Access at the Brown Street location. This has allowed us to get consumers in earlier than scheduled appointments.

**2,041**

calls were handled by the  
Call Center per month,  
on average.

That means the Call Center  
received

**24,492**

phone calls in fiscal year 2014.

I am fortunate to  
work where I can make  
a difference by sharing  
my knowledge &  
experience with  
consumers & co-workers.



**Access Services**

Nancy Walker

I am grateful for  
the opportunity to  
represent Aspire in  
many community  
work groups.



**Crisis Department**  
Lou Ann Lemaire-Pyle

The Crisis department operates 24/7, 365 days per year — rain, shine, blizzard, or ice storm! The team of eight Crisis staff provides a broad “safety net” for consumers, families, and other community providers looking for help. Calls to Crisis cover a range of needs, from basic information and referral, to initiating suicide rescue interventions. Aspire Crisis has been increasingly involved in suicide awareness and prevention efforts, including two major events for teachers, parents, and youth in Hamilton County schools.

In 2014, Aspire Crisis assisted NAMI in the Crisis Intervention Training (CIT) of more than 50 law enforcement officers. Participants learned about mental illness, addiction, medications, Traumatic Brain Injury, and Post Traumatic Stress Disorder. Most inspiring however, is witnessing the growth in understanding and empathy as consumers and their families share their stories of living with a mental illness.

**593**

is the total number of  
Crisis evaluations.

**504**

is the total number of  
police-initiated  
Crisis evaluations.

**13,706**

is the total number of  
phone calls handled by Crisis.

There were

**1,409**

urgent intakes.



Our IT department was able to provide real-time outcomes reporting for each measure and each provider. Our Electronic Medical Records director was able to finalize new intake products and treatment plan products that incorporate our measurement of clinical outcomes.

We inserted dialogue, discussion, and training into our monthly meetings and various quality improvement committees. Clinical unit managers and some support function managers wrote unit-specific goals in their annual plans to improve clinical outcomes.

We were able to demonstrate measurable improvement in our primary clinical outcome measures. We were able to exceed the state average in several of these measures, and continue to focus on measuring how our services work for our consumers.

**30%**

of our consumers with a serious mental illness showed improvements — exceeding the State’s expectation by 20%.

**40%**

of our consumers with chemical addiction showed improvements — exceeding the State’s target by 17%.

I am promoting & advancing Aspire’s focus on clinical outcomes, measuring the effectiveness of our services.



**Information Technology**  
Jim Skeel

I am overseeing development & use of the Electronic Medical Records & other products like the Consumer Portal.



**Electronic Medical Records**  
Randi Selke

This year we have successfully merged our intake process with the State Reporting tools, and we programmed our treatment plans to pull specific information from our new intakes. These tasks are specifically meant to assist staff in improving client outcomes.

We have updated our software so we can move on to Meaningful Use Stage 2 in the near future. This new version of our software has many improvements that will allow future sharing of medical data with consumers and other providers.

Additionally, we continue to make Electronic Medical Records enhancements to accommodate the new programs and program changes associated with Department of Child Services and our Children’s Services.

#### CONSUMER PORTAL ACTIVITY

**162**

prescriptions were requested.

**122**

online payments were submitted.

**987**

appointments were requested.

There were

**172**

questions answered by “Ask the Doc.”

Utilizing only one therapist and one case manager, we've served all Aspire Outpatient locations and their adolescent consumers in need of Level One substance abuse treatment. Our grant-funded Telehealth program feedback is consistently positive from both the adolescents and their families. Our Health Information Technology (HIT) program has worked with adolescents within a six-county area, allowing some adolescents to continue treatment when they've moved to a different county. For most, there is simply no other specialized adolescent substance abuse treatment available.

We know that most addiction disorders begin in adolescence. It's at this time teens will experiment without consideration or awareness of risks or consequences. In order to have the best impact, treatment needs to be provided as early as possible before the teen's developing brain is permanently affected. Our Level One Telehealth program is designed to provide early intervention and prepares teens to recognize their risky behaviors and stop before it turns into addiction.

**632** services of group, family, & individual therapy sessions along with assertive case management, which linked them to needed community resources, were provided to 56 adolescents enrolled in our HIT program.

I am connecting  
teens to services  
for substance abuse  
treatment.



**Telehealth Services**  
Beth Richards

I am improving the  
quality of our clinical  
services by driving the  
implementation of  
evidence based  
practices.



**Outpatient Services**  
Trusa Grosso

Outpatient Services focused intently upon the improvement of clinical care by engaging consumers in the therapeutic process using evaluation and implementation of evidence based treatments.

Therapists in virtually every Aspire outpatient location have been trained in "Trauma Focused Cognitive Behavioral Therapy" to serve the needs of traumatized children. This year we implemented "Seeking Safety," a treatment model designed to focus on the needs of substance using adults who have experienced trauma as well.

The Director of the Anderson office helped establish the Madison County Suicide Prevention Coalition and spearheaded community suicide awareness campaigns throughout the county. In Carmel, we have partnered with Chaucie's Place, a child sexual abuse prevention and education agency serving Hamilton County, to provide treatment at their site to those children as well as adults who have experienced sexual abuse.

**70%** of Aspire Outpatient therapists complete their documentation collaboratively with the client. Aspire Outpatient consumers exceeded the State's targets for improvement in those individuals defined as "Seriously Mentally Ill" by 120% & those individuals defined as "Chemically Addicted" by 108%.



The Substance Use Disorders Task Force, created by Aspire, reviews substance abuse treatment at Aspire and helps assure that our services consistently reflect the most recent research and have positive outcomes for our consumers. Aspire's progress in moving toward client-centered and outcomes-based substance abuse treatment is noteworthy.

Although alcohol and marijuana continue to be the most frequent drugs of abuse, the rise of opiate addiction in our communities mirrors the national epidemic of prescription drug abuse. One of the tools we use to help treat addiction is Medication Assisted Therapy (MAT), particularly for alcohol and opiate addictions. When used in conjunction with counseling, these medications can be highly effective.

Whenever someone successfully completes treatment, they're given the necessary tools to modify risky behavior and/or manage their chronic illness of addiction. The impact on the community can be significant as shown by fewer emergency room visits, hospitalizations, fewer legal conflicts, incarcerations, and increased community safety.

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**3,173** consumers diagnosed with a substance abuse disorder were served by Aspire in fiscal year 2014. 62% of all adolescent consumers in the Health Information Technology program demonstrated improvement in at least one life domain compared to the statewide target of 45%.

I am committed to helping staff provide professional & effective treatment for substance use disorders.



### Addiction Services

Dan Brown

I am making a difference by being part of a team bringing primary healthcare to those who have a severe mental illness.



### Integration

Donna Vaughan

Providing primary care for the Severely Mentally Ill (SMI) not only impacts the consumer, but also impacts the local healthcare community. This past year, our primary care services in Carmel, Indiana has seen over 66 individuals who received convenient, appropriate, and effective primary healthcare. In a few cases, lives have been saved because of this integrated healthcare opportunity, and in other cases, diagnoses have been uncovered that otherwise would have gone undetected.

It's very encouraging to see consumers, some of whom have not seen a primary care provider in years, coming in for appointments and following through with medical recommendations. By having this program in place, other healthcare professionals now have a resource available for those with SMI to receive primary healthcare — saving money and saving lives.

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**206** consumers were seen & treated during the first year. Out of the 206 consumers, 66 were Aspire consumers. 39 consumers were treated for Hyperlipidemia, 12 consumers for Hypertension, & 88 consumers for Vitamin D Deficiency.

**K**ids Talk is a child-focused center that strives to bring safety and justice to some of our most vulnerable children in Madison County. We are proud to partner with the Indiana Department of Children's Services (DCS); the Madison County Prosecutor's Office; local law enforcement including the Anderson Police Department, the Madison County Sheriff's Department, and the Elwood Police Department; victim advocates; and, healthcare professionals.

Interviewers are highly skilled at talking to children without asking leading or suggestive questions that would influence a child's report of abuse or neglect. Forensic interviews are observed by law enforcement, prosecution, and DCS.

Violence is a learned behavior and is often cyclical in families. To that end, Kids Talk is making a difference by providing outreach about child abuse and its impact on the community. More importantly, Kids Talk is helping children take that first crucial step in breaking the cycle of violence in their homes by telling their stories to people who can help them.

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**85** children in Madison County have been served by Kids Talk since opening on August 1, 2014. According to the DCS there were 2,000 reports of child abuse & neglect in Madison County during the first six months of 2014.

I am providing a safe & comfortable environment for children who have been abused or neglected to talk about their experiences.



**Kids Talk**  
Denise Valdez

I am able to work in a place where I love doing something that I am passionate about on a daily basis.



**Youth & Family  
Community Services**  
Jennifer Olston

**Y**outh and Family Community Services provided a broad continuum of home and community-based services for youth and families this past year. Our program re-focused on training our staff to improve the quality of services being provided to our community.

Topics of training included case conceptualization and treatment planning, improving the skill set of our providers, LGBTQ cultural sensitivity, and collaborative programming with other Aspire departments such as Outpatient Services, Recovery Support Services, and Employment Services. The number of youth and families who are receiving Medicaid Rehabilitation Option (MRO) services from Youth and Family Community Services has significantly increased, and continues to grow as we integrate further with other departments throughout Aspire.

Youth and Family Community Services has worked with the State of Indiana to clearly outline provider qualifications in order to ensure that our providers are well trained and prepared to work with the child welfare population.

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**799** is the increase in active Department of Child Services referrals — from 850 to 1,649. The number of employees working for the Youth & Family Community Services team increased from approximately 50 in July, 2013 to approximately 80 in June, 2014.



Since coming to Aspire last year, much of my focus has been on building community and school relationships to establish mental health services. I've been a part of the Hamilton County Child Protection Team, Hamilton County Systems of Care, and have introduced Aspire services to several school districts in our service areas.

There are now five school-based mental health clinicians in several schools in Hamilton and Marion counties. In Marion County, Aspire has a relationship with KIPP Indianapolis, which is a charter school near our Willowbrook office. I've also been part of a focus group program in Washington-Westfield schools in Hamilton County, which is laying the foundation for services in that district.

Integrating mental health into schools is about collaboration and communication. It's about building connections with local stakeholders, and the investment in the communities that Aspire serves is priceless. Providing high quality clinical services is imperative in building and maintaining positive relationships with schools, and the children and families we serve.

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**75%** of the school districts in Hamilton County are served by Aspire & is number one on the quality indicator of youth demonstrating improvement in school performance.

I am changing lives,  
one family at a time.



**Youth & Family Community  
School-based Services**  
Christi Anderson

I am part of a team  
that asks families  
& youth what they  
envision & need,  
& then listens to  
what they say.



**Youth & Family Wraparound**  
Pat Fisher

The Children's Mental Health Initiative (CMHI) and the Children's Mental Health Wraparound (CMHW) kicked off this past fiscal year. Eligible youth with high levels of need benefit from intensive services/supports. Our goal is to keep them safely in their homes, rather than in more restrictive settings. Aspire is an Access Site for these programs in the counties we serve. That means screening for eligibility, supporting families through the intake process, and referring to resources when youth aren't eligible.

Aspire's Systems of Care Wraparound facilitators gather each family's "story" to get a better grasp of their strengths, needs, and how their Child and Family Team helps. Between the CMHI and CMHW, 56 youth were introduced to Wraparound Services this past year. Of these, 49 have progressed to a level that no longer requires intensive support, or are continuing to participate, making progress toward their goals.

Aspire participates in System of Care (SOC) Consortia and actively participated in the creation of governance policies. There are three family members included who offer perspectives on what families need and experience when seeking support for children with mental health diagnoses.

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**56** youth were introduced to Wraparound Services this past year. Of these, 49 have progressed & no longer require intensive support, or are making progress toward their goals.



I was fortunate this year to have spent time with the community-based staff that provide services in the homes and communities within Madison, Hamilton and Marion Counties.

Home and community-based staff are truly the First Responders of Aspire in handling crises that arise within the lives of our consumers and families throughout the four-county region we serve. Aspire employs about 90 such staff who, with graceful calm, compassion and skill, show up for work each and every day, evening or weekend expecting the unimaginable, including:

- Medical emergencies
- Psychiatric emergencies
- Suicide attempts
- Deaths
- Domestic violence
- Drug use, intoxication, meth labs
- Police shootings, dog mauling
- Animals and feces
- Filth
- Lice, bed bugs
- Strangers
- Bad neighborhoods
- Hostage situations
- Weapons
- Threats

Some of my visits included going into rundown mobile home parks, assisted living facilities, and apartments within Indianapolis neighborhoods dubbed "The Killing Zones." I have attended a Department of Child Services supervised visit with two young parents, one of whom must get clean and sober before the 2-year old child can return home. I have talked with staff just after they witnessed the police killing a fleeing suspect and I have felt the imaginary bed bug crawling on me after riding in the cloth seats of an Aspire-issued vehicle. I witnessed a Child-Family Team meeting where the youth jetted out of the meeting and nearly straight into oncoming traffic. I listened to a young mother as she defeatedly agreed with the judge of the Mental Health Court to leave her home and young children, including a 10-month-old, because she was violating a restraining order she had filed on her husband who was also living in the home. I sat with a staff member over lunch who is struggling with trying to keep up on documentation while out in the field.

I am honored to be part of a team of caring, talented, & hilarious people. The work at Aspire can be hard. My colleagues make it a joy.



**Community-based Services**  
Barbara Scott, COO

"Aspire is a great place to work and has great staff, but if we are not making a difference in the lives of our consumers, we are falling short of our mission. I'm glad to say we are able to demonstrate we are making a difference in the lives of the consumers we serve."

We do this amazingly courageous group of staff a major disservice by merely calling them 'community-based staff.' They are nothing short of First Responders in the daily crises that they experience, and, they respond with graceful calm, compassion, and skill.

Between the two service lines I visited, YCFS and RST, there are about 90 community-based staff. These staff drive nearly 1800 miles per day! That's like driving one way from Indy to Sacramento every day; or taking a trip around the world every week; or shuttling to the moon and back every year!

I do not know how these brave staff members do this day-in and day-out. My heart goes out to each and every one of them. While I always thought I appreciated them, I did so at a distance. I thank them for letting me get up close and personal and see how they perform the service they do so well.

**1,800** miles are driven by staff every day. That's like driving one way from Indy to Sacramento every day; or taking a trip around the world every week; or shuttling to the moon & back every year!

## A highlight

is the growth of our children & family community-based programs. Throughout our history we have broadened & deepened the services we provide to adults with mental illness & addiction.

We have developed similar services now for youth & families within the Department of Child Services & school systems.

There are over **90** community-based staff between Youth & Family Community Services & Recovery Support Teams.



Clockwise: Staff from Employment Programs is ready to help those who are looking for employment.

Denise Valdez accepts a donation from Jim Irsay for Kids Talk — Aspire's child advocacy center in Anderson, Indiana.

Aspire nursing staff wearing purple to bring awareness to domestic violence.

**W**e are currently working with three Aspire departments in our Willowbrook building. Bringing all of the departments together on one floor has helped to unify employees.

We have a new contract with Indiana School for the Deaf, where we provide therapists for school-based counseling, behavioral specialists, and case managers. This is a new journey for us, and it's a great opportunity to build new networks. Deaf Services is also setting up Vidyo — a service that provides therapy through video chat to populations who are underserved.

We have made a very positive impact our Deaf community in Indiana. I believe the contract with Indiana School for the Deaf opened many doors for Deaf and Hard of Hearing people, and they are becoming more aware of Aspire and the types of services we provide.

We now have **21** staff in Deaf Services.

I am currently helping  
Aspire employees to  
become more aware of  
culture diversity.



**Deaf Services**  
Charleen Sculley

I am inspired because  
Aspire recognized an  
unlimited potential  
in me!



**Deaf Group Home**  
Silvia Lopez

**O**ne of the highlights so far has been the talents and dedication from the Deaf Group Home (DGH) Life Skills Coaches, Instructors, and Care Coordinator for our individuals who admire and respect them with all their hearts.

We are well known in the Deaf and Hard of Hearing community due to many options at the DGH. We provide round-the-clock supervision and supported living, in which individuals have their own apartment but receive life-skills assistance and share a room with other residents.

Our staff provide a variety of opportunities for our individuals to interact with their Deaf peers, such as a Deaf magician show and varsity games at the Indiana School for the Deaf. Along with Deaf Services and the right blend of support and services from all of the staff, our individuals can lead full and satisfying lives of their own.

We have  
**8**  
beds in Deaf Group Home.

There are now  
**9**  
staff members and  
the number is growing!



The residential program supervisors have developed a true recovery team because they have trained and worked to make the move from a caregiver system to a supportive, consumer-driven approach. This gives consumers ownership and decision-making in the evolution of the programs and the meeting of their personal goals.

In working with consumers to re-establish them as part of their community, the residential team works to develop stronger, more involved citizens who can move toward stable housing and become more a part of their chosen communities. The programs have successfully allowed three consumers who have been in group home placements for several years to move to a less restrictive community placement. It is evident, on a daily basis, that the staff work to empower and support consumers in changing their lives to the positive. This is the progress and the heart of the programs.

**17** consumers have been diverted who had been referred to state hospital placements. 81 of those served were non-duplicated placements at our respite facility, May house.

I am excited to work with the new service development every day. Aspire always reaches beyond the expected.



**Supported Group Living**  
Barb Logan

I am networking & building strong relationships in the communities where Aspire provides various services.



**Affordable Housing**  
Melissa Stayton

Through the development of community relationships with Anderson's Community and Economic Development Department, the City of Anderson, and the City of Lebanon, Aspire was able to secure a 10-12 unit property in Lebanon, Indiana, providing much-needed affordable housing. Aspire has made application to become a Community Housing Development Organization (CHDO). This will have a positive impact on individuals with disabilities, veterans, and/or individuals with low-income.

**137**

individuals were served by HUD & provided over \$435,000 in assistance.

**484**

veteran families & individuals were provided housing assistance totaling more than \$926,000 by Supportive Services.

**108**

Shelter Plus Care individuals were served & were provided over \$426,000 in assistance.

**102**

individuals were provided more than \$40,000 in assistance by Projects for Assistance in Transition from Homelessness.

We continued expansion of our employment programs to individuals who are Deaf or Hard of Hearing, leading to 12 new referrals and 77 individuals who found employment. We worked with over 630 different businesses in Boone, Hamilton, Madison and Marion counties. We also helped build stronger communities by providing education and training, increasing the buying power of individuals generating wages, increasing the tax base of Indiana, and by decreasing the strain on Federal, State, and local programs.

We utilized Facebook, Twitter, and YouTube to provide education and information to more than 3,000 individuals. We also developed an online self-referral form which is accessible on our website at [www.aspireindiana.org/employment.html](http://www.aspireindiana.org/employment.html). An estimated \$890,000 will be added to Indiana's tax base from the earnings of those who obtained employment through our programs.

#### JOB PLACEMENTS

**5%**

Farming

**2%**

Bench/Machine Production

**39%**

Sales/Retail

**37%**

Service

**17%**

Professional/Technology

I am making a difference through Employment Programs by connecting employees with employers.



**Employment Programs**

Tina Skeel

I am making a difference in people's lives by using employment to help individuals overcome barriers.



**Social Enterprise Services**

Mike Keevin

One of the things we were able to accomplish this year in Social Enterprises was 14% growth in gross revenue across all Social Enterprises, and an increase of 19% in mission hours. The gross revenue was \$535,000. This is the first time we have been over a half a million dollars.

We have helped individuals who live in our community obtain employment. We have also provided services for several businesses in our community that appreciate our mission, and by allowing Aspire Indiana's Social Enterprises to provide services for them, they have become partners with us in this mission.

**1,453**

Recovery Glass necklaces were sold & 24 vending machines were placed with new accounts.

**18.9%**

was the increase in mission hours for Harvestland Farm.



**B**ecause of the high rate of Hepatitis C+ individuals who are being identified through Aspire's Special Populations Support Program (SPSP), we will be working in conjunction with the Indiana State Department of Health to provide rapid Hepatitis C testing to injection drug users who are currently incarcerated in county jails or enrolled in substance use treatment programs. Results will be available in as little as 20 minutes. Through this project, anyone who is identified as having Acute Hepatitis C will be linked to a medical provider for further assessment and medical treatment. This is currently the only program like this in the state.

**6,361**

hours of case management were provided by HIV Services through the HIV Care Coordination.

**296**

prevention education presentations were given, reaching 3,025 persons.

**80,500**

miles were covered by the HIV Services team providing services to individuals living in 32 Indiana Counties.

**1,809**

HIV tests & 1,281 Hepatitis C tests were provided this fiscal year.

I am empowering people through education & support.



**HIV Services**  
Julie Foltz

I am one of the many diverse faces of Aspire & I proudly represent this organization in the communities we serve.



**Marketing**  
Tonya Nichols

**I** attend many different community networking activities, such as Rotary and the Chamber of Commerce of Madison and Hamilton counties. One of the highlights was engaging staff in social responsibility – giving back to other community agencies such as the United Way and Honor Flight Network for WWII Veterans. On behalf of the thoughtful and caring staff, Aspire presented over \$10,000 to these organizations.

Aspire participated in two social media contests, Grant Madness and Tucanos Charity Night. During each of these contests, our online presence dramatically increased.

Each year we hold our annual Care to Share Campaign, and we connect with individuals who share in the mission of Aspire. Our supporters and donors are broadened from effective communication, relationship-building, and fundraising.

By working in the community as an ambassador for Aspire, I make an impact on the longevity of the organization. Networking through social media and building personal relationships with individuals who believe in the mission of Aspire raises awareness and inspires both the staff and supporters to give of their time, talents, and treasures.

More than **2,600** individuals are encouraged, engaged, & informed about Aspire Indiana through Facebook, LinkedIn, & Twitter.



As Aspire's grant writer, I am tasked with identification of potential grant opportunities, and development of grant applications. I have been part of various teams that have developed successful grant proposals, all of which have directly benefitted the consumers of Aspire, and by extension, the communities in which these consumers live. I also write and edit copy for Aspire's marketing materials, including brochures, newsletters, and press releases.

Marketing and Development has accomplished a lot in terms of building a stronger online presence, particularly on Facebook, Twitter, and LinkedIn. I also actively maintain and contribute to Aspire's blog on Wordpress, which has generated a large number of followers

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Nearly **\$21** million in grant applications since 2009. Of this, \$8.6 million has been awarded to Aspire.

I am making a difference behind the scenes. The work I do often directly impacts consumers.



**Grants**  
Mark Combs

I am making a difference by helping people pay their bills on time.



**Payee Services**  
Amy Meyer

Social Security requires proof that purchases made by a consumer are substantiated; therefore, Payee Services has worked hard at devising policies about how this process will effectively work. Payee Services has streamlined the payee receipt process, employing two part-time individuals who assist in the management and organization of receipts.

Payee Services issued payments necessary for a consumer's rent, utilities, and other immediate needs. In doing so, consumers are able to sustain safe housing and budget funds appropriately. This aids in the relationship between consumers and landlords, ensuring payments will be made in a timely manner.

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Approximately **\$2,800,000** went through the payee system. Payee Services issued 15,324 checks & initiated 13,183 electronic payments.

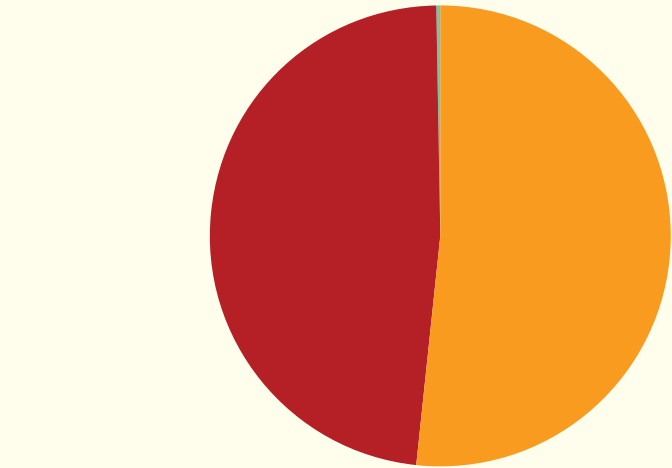
REVENUE

Net Client Service Revenue.....	\$ 13,674,387
Government / Grants.....	\$ 11,064,941
County Funding .....	\$ 3,581,210
Interest & Dividend Income.....	\$ 547,584
Contributions .....	\$ 21,551
Project, Program & Subcontract Revenue .....	\$ 1,071,276
Other .....	\$ 190,453
Net Rental Revenue.....	\$ 624,159
<b>Total Revenue .....</b>	<b>\$ 30,775,561</b>

EXPENSE

Mental Health / Substance Abuse / Recovery.....	\$ 25,010,278
Housing.....	\$ 2,157,946
Employment Services.....	\$ 1,692,477
HIV Services .....	\$ 1,183,672
<b>Total Expenses.....</b>	<b>\$ 30,044,373</b>

Future Growth Before Investment Gains .....	\$ 731,188
Charity Care & Allowances .....	\$ 7,835,165



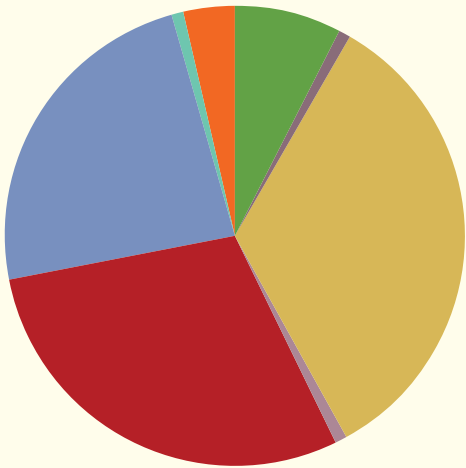
CONSUMERS BY GENDER

Female.....	5611
Male.....	5192
Not Disclosed .....	2



CONSUMERS BY AGE

0-17.....	2223
18-24.....	1368
25-44 .....	3759
45-64 .....	2695
65+ .....	760



CONSUMERS BY COUNTY

Boone.....	839
Delaware.....	81
Hamilton.....	3633
Hancock.....	82
Madison.....	3144
Marion.....	2561
Tipton.....	102
Other.....	363



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