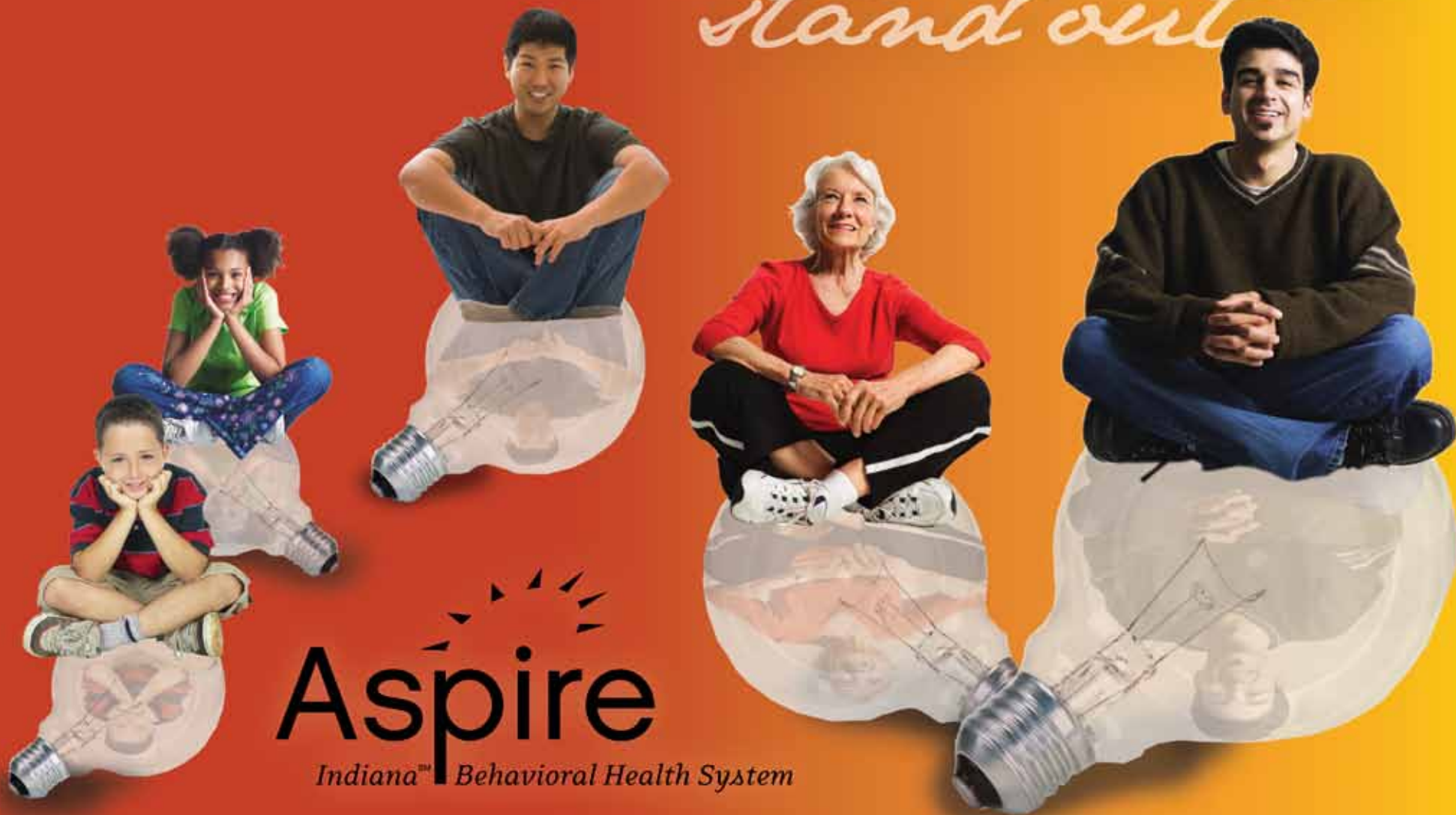


2011  
annual report

*relate.  
innovate.  
stand out*



**Aspire**

Indiana™ Behavioral Health System



## From the CEO



In change there is opportunity, in innovation a spark of progress. Nothing more aptly describes today's behavioral health services than this. Each year the landscape of the mental health industry changes and we at Aspire embrace it. Through it, we challenge ourselves to better serve our communities by reaching out to new populations, improving treatments for clients, and addressing previously underserved needs. To remain relevant to the needs of our clients in today's world, these ongoing changes and developments must happen.

This annual report, covering the 2011 year, shares Aspire's most recent strides to be innovative in the arena of mental health services. Innovations that came to life in many ways – new online communication tools, unique ways to build revenue while state funding decreased, and services designed to speak to a group that has long gone unheard. We looked to each of these as new opportunities for both us and our clients.

2011 was a strong year for Aspire Indiana. We served over 10,000 clients in 8 counties. Our reach and impact in Central Indiana continued to grow through new partnerships and endeavors. Financially, Aspire continued to receive support from our loyal donors as well as our employees. Our Care2Share fundraising campaign raised over \$70,000 in its first year.

As we celebrate the strides made in 2011, we look forward to new opportunities to serve our clients for many years to come.

C. Richard DeHaven, FACHE, President/CEO

an  
innovative  
approach

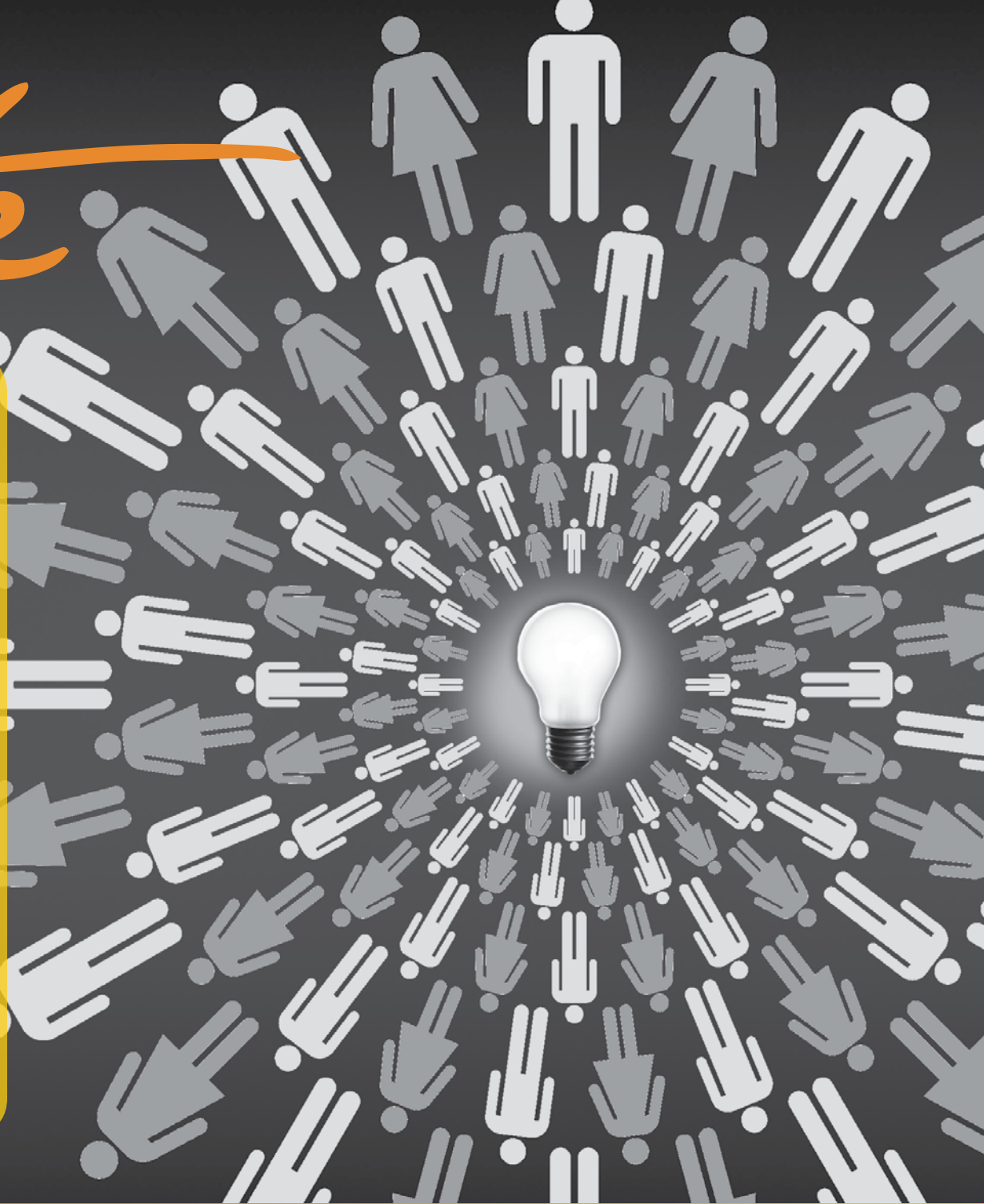


# relate

Introducing new methods of communication and interaction with our clients is an ongoing pursuit for Aspire Indiana. We know that as technology advances so must our approach to these endeavors. In 2011 we incorporated several new channels to our methods of relating with clients.

## These innovations included:

- An online patient portal for requesting appointments and interacting with doctors and staff
- A mobile-friendly version of our website
- Aspire Indiana Facebook pages providing on-going information on services, events, and support opportunities
  - Aspire Indiana Page
  - Aspire Indiana Harvestland Farm
  - Aspire Indiana Affordable Housing
  - Aspire Indiana HIV Aids Services
  - Aspire Indiana Vending
  - Aspire Indiana Vocational Services
- An Aspire Indiana You Tube channel







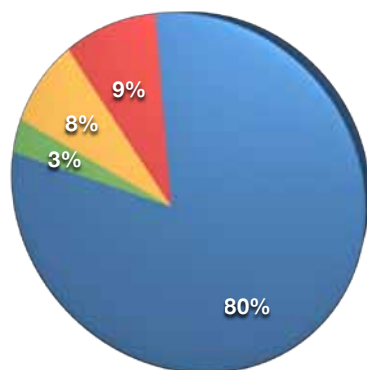
## Online Patient Portal

Aspire has implemented a patient portal that enables people to interact with their clinical services via the internet. The link to the patient portal is available on our website at [www.aspireindiana.org](http://www.aspireindiana.org)

The patient portal allows individuals seeking services to request their first appointment, at any Aspire location, online. It also provides an electronic means to complete necessary registration paperwork, which can streamline and shorten visits. In addition, current clients can complete a number of tasks online, including:

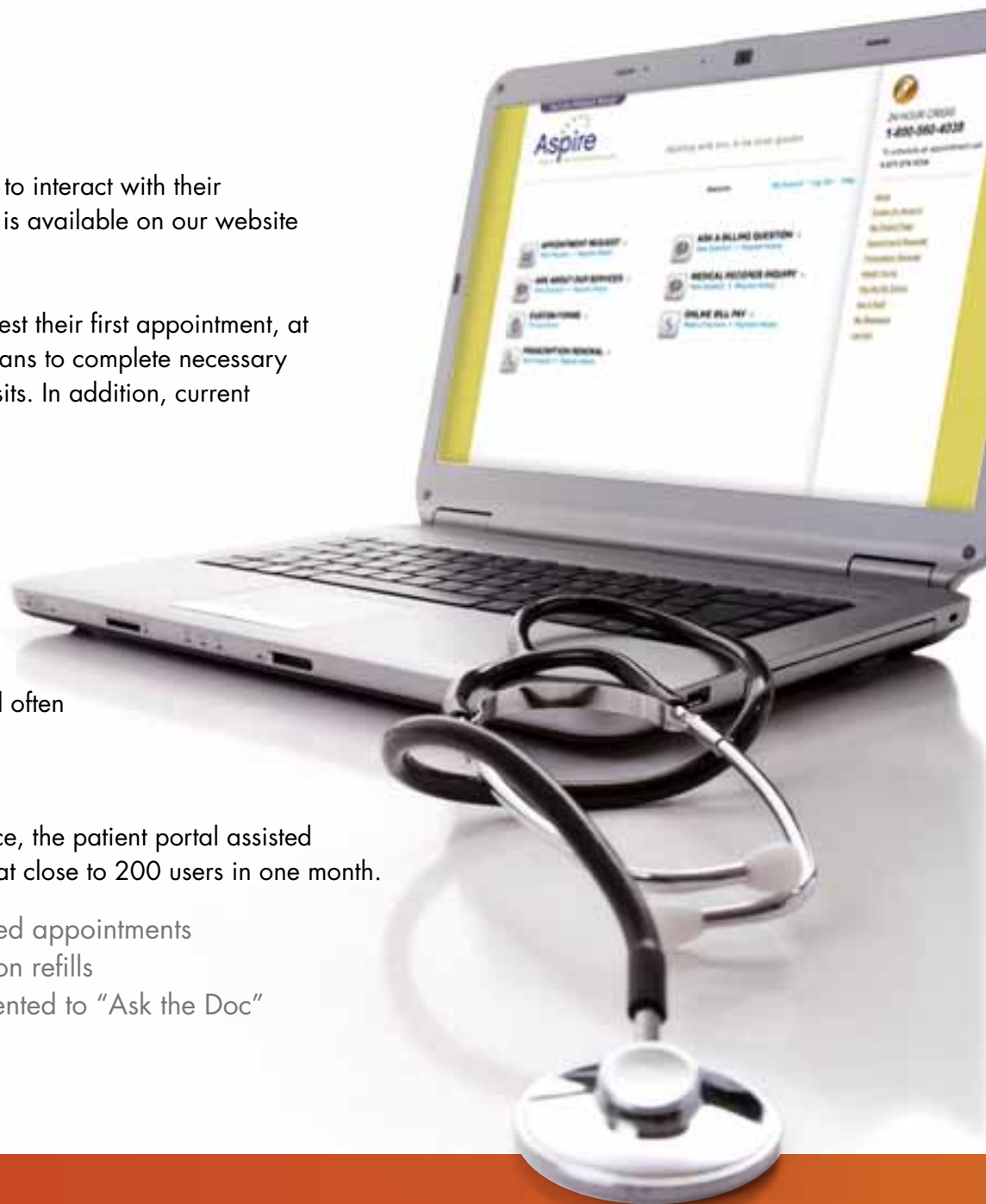
- Request an appointment
- Ask questions about clinical services, billing or medical records
- Pay bill online with credit card
- Request prescription refill

We believe the portal will reduce barriers to getting a first appointment with new clients by providing an additional and often preferred means of communication with clients.



During the first year of existence, the patient portal assisted 1355 first time users, peaking at close to 200 users in one month.

- 1128 individuals requested appointments
- 46 requests for prescription refills
- 115 questions were presented to "Ask the Doc"
- 121 online payments





# innovate



Aspire Indiana has become very innovative in finding ways to stay fiscally solvent. Whether through providing an increasing array of services to those in need, the pursuit of grant funding, or through the formation of the Social Enterprises Division, Aspire has consistently strived toward innovation in everything it does.

#### Consider the following:

- Aspire Indiana was the first Employment Services provider among mental health centers in the state.
- Aspire Indiana was the first HIV Services provider among mental health centers in the state.
- Aspire Indiana has one of the most unique and diverse Social Enterprises program among mental health centers in the state.
- Aspire Indiana is among the largest housing/homeless provider among mental health centers in the state.

Aspire Indiana's leadership has never been content with the status quo, and constantly looks for ways to improve the manner in which it does business.

## MEET MAURICE



*"working helps  
me feel better  
about myself"*

Maurice has been a client of Aspire's Employment Services and the Office of Vocational Rehabilitation Services since July 2005. He suffers disabilities from both severe arthritis and a hearing impairment.

Prior to coming to Employment Services, Maurice last worked in 1999 at a local fast food restaurant. While working the drive-thru he found it difficult to communicate with customers due to his hearing loss. That difficulty resulted in Maurice losing the job.

Vocational Rehabilitation assisted him with surgery and hearing aids, allowing him to return to work. In August of 2011, Maurice started working for Aspire Harvestland Farm. His job duties includes picking and cleaning vegetables to get them ready for market. He likes his job because he knows it is helping to nourish people's bodies. He has said that "working helps me feel better about myself and I look forward to every other Friday when I get paid". Maurice reports that he works with many nice people. His supervisor, David, reports that Maurice is a great worker and is very dependable.



## Employment Services

Since 1990, Aspire's Community Connections, a support and employment placement service, has engaged individuals with disabilities as well as economically disadvantaged clients in securing and maintaining employment. Our primary goal is to match qualified candidates with opportunities in the business community. Throughout the years, we have developed collaborations with our local, state and federal community partners in assisting individuals in achieving their personalized employment goals.

Employment Services are a vital part of Aspire's mission. Our focus on employment programming stems from the fact that both individuals and the community benefit from its services. For clients, it provides a road to independence. For communities, it is a strong economic tool.

Within the last year we have offered placement services to 340 individuals from various disability groups, cultural backgrounds and geographical locations. We achieved a successful job closure rate six percent higher than the state rehabilitation rate (51%). We estimate that the annual wages for these individuals will equal \$869,021.40. Therefore, 50 percent of the dollars allocated by the state for rehabilitation services were reinvested back into the communities served by the program. From an economic standpoint, the more individuals earn, the broader the tax base and spending power of the individual, creating a stronger community.



We have also continued to broaden the scope of our employment services by our efforts in reaching out to the disability community through our Ticket to Work

program. This program, funded through the Social Security Administration, allows individuals to assign their "Ticket" to our staff, emphasizing an accelerated approach to choosing, getting and keeping a job. In 2011 we tripled the number of individuals utilizing their "Ticket" and who became successfully employed through our program.



Aspire realizes the importance of making an informed choice concerning the impact of earnings on entitlements. To help individuals navigate the maze of federal and state entitlement programs, we have partnered with the Social Security Administration (SSA) to develop a network of supports known as Indiana Works, a work incentive planning and assistance program serving northern and central Indiana. The program provided no-cost benefits counseling to 1,417 individuals this year. Our efforts assisted numerous individuals in leaving Social Security and other entitlement programs, thus decreasing the financial burden on those programs. Indiana Works staff provided local and national webinar training to over 1,000 individuals as part of SSA's outreach model known as WISE, Work Incentive Seminar Events. Educational WISE events target SSA recipients and provide tools and supports to become engaged in the business community.

**\$869,021**  
**in annual wages**  
generated in the last year

**340**  
**individuals**  
received placement services  
in the last year

**50%**  
**of dollars allocated**  
reinvested back into the  
community in the last year  
through Employment Services

**1417**  
**individuals**  
received no-cost SSA benefits  
counseling in the last year



## Social Enterprises

The Social Enterprises Division recognizes the potential in people who have been traditionally hard to employ. It provides real employment opportunities to disadvantaged individuals. These employment opportunities are not in sheltered workshops; rather, they are real jobs with competitive and fair wages, and performance expectations identical to those of their non-disadvantaged coworkers. The components of Aspire's Social Enterprises Division are Harvestland Farm, Vending Services and Housekeeping.

Individuals working for one of our social enterprises are provided with meaningful employment which is financially beneficial, and provides them with an increased sense of self-worth. This enhanced sense of self worth often results in a decreasing need for healthcare services, particularly behavioral healthcare services.

Social Enterprises offers two forms of employment for disadvantaged individuals: traditional, part-time employment and day labor. Employment income helps to provide for basic needs, and allows them to save money toward moving into their own community-based home.

**Total hours 16,558**

**Total wages for  
disadvantaged individuals  
\$120,045.50**



## Care to Share Campaign

Aspire Indiana strives to find new and innovative ways to assist its clients in their journey to recovery from mental illness. Aspire launched its first annual giving campaign – *Care to Share* in December 2010. In the first year, we exceeded our goal of \$50,000 to raise over \$70,000.

Donations from the Care to Share campaign supported our Social Enterprises programs: Harvestland Farm, Vending and Housekeeping Services. Each of these programs provides employment for disadvantaged individuals in a real-world work environment.

As a result of the dollars raised, we were able to purchase three new greenhouses for Harvestland Farm and employ two part-time individuals.

care to share  
Aspire Indiana 2011 Annual Campaign



# stand out



Being unique and innovative in the services we provide has allowed Aspire Indiana to stand out from its competitors. Our extensive mental health services for the deaf community are a prime example of how we met a true need that had been under-served for years. Our commitment to identifying continuing needs will enable us to continue as a leader in our industry for years to come.

Our goal is to only stand out in the services we provide, and in the partnerships and technologies we employ. We believe that with diligent attention and a vision on the future, we will continue to lead the way for mental health providers.

## MEET STEVEN



**"I am able to afford things I need..."**

Prior to moving into Deaf Group Home, Steven, 42, was living with his grandmother. With minimal abilities to communicate in both English and American Sign Language, Steven was diagnosed with anxiety disorder.

With his family being unable to take care of him due to his aggressiveness and anger issues, Steven relocated to Deaf Group Home and received services from Deaf Services. With the recent transition to the recovery model, Steven thrived. He was able to move to a transitional apartment in 2010. In a short 8 months, Steven was ready to move out to an apartment with a peer roommate. He moved to an apartment complex near Deaf Services' offices in order to easily receive life skills training and financial management support.

After only two months in apartment living, Steven finally showed desire for employment. Now gainfully employed at Steak n' Shake part-time, Steven continues to receive services with pride and a big smile. His ability to communicate in sign language has increased dramatically. Today, Steven is proud to say that he is able to afford things he needed for his apartment and enjoys working out every morning.



## Mental Health Services for the Deaf Community

Aspire's Deaf Services offer a full continuum of behavioral health services to children, adults and the elderly. Professionally trained staff provide services for Deaf, Deaf-Blind, Hard of Hearing and Late-Deafened individuals through various methods, including ASL, Tactile Sign Language, English Sign Language, Sign Supported Speech, Spoken English and utilizing trained interpreters.

Our nationally recognized program includes:

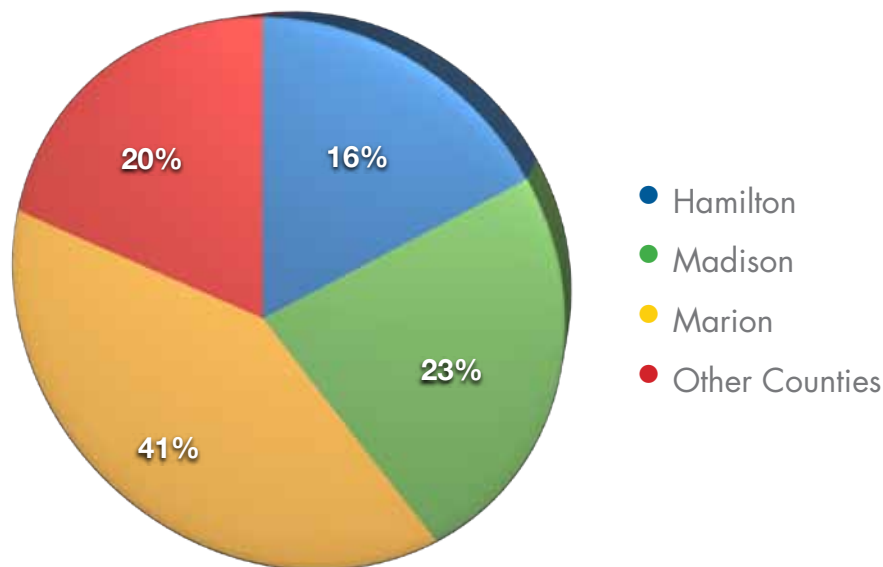
- Outpatient mental health services designed to help clients cope more effectively within their environment
- 24/7 supervised Deaf Group Home, the only one of its kind in Indiana
- Acute and long-term psychiatric hospitalization
- Outpatient substance abuse services for adults
- Anger management groups for adults
- Employment services providing training, coaching, and support for clients interested in obtaining employment
- American Sign Language (ASL) interpreting services

Our deaf programming offers more mental health options than comparable programs in Indiana. In fact, we accept referrals within Central Indiana and throughout the state.

## MEET LARRY

The stand-out service in our deaf services is our Deaf Group Home which offers residential services for people with severe and persistent mental illness. This service recognizes the importance of maintaining adults in their own communities and decreasing the likelihood of isolation. This is an issue that most deaf adults experience. In this residential setting, we provide a structured environment and life skills training in various areas including daily living, personal hygiene, budgeting, leisure and community activities.

Aspire provided services to 259 Deaf, Deaf-Blind, Hard of Hearing, and Late-Deafened individuals throughout the state of Indiana last year.



**"I do not want to die now"**



Larry, 47, has been with Deaf Services program for many years. Before receiving services, Larry was raised in a small town in Indiana with very little contact to the outside world. Larry never learned how to read nor to write, he was only able to communicate with his family by using gesture.

Larry was placed at LaCue Carter Hospital with a diagnosis of Paranoid Personality Disorder with anger management difficulties. Larry was transferred to Deaf Group Home in 1995.

In 1999, Larry moved into Willowbrook Apartments and took the journey of his life. He learned American Sign Language to communicate with his peers, how to manage his bank account and write a check. A nicotine addict, Larry smoked for many years, in order to "kill time." Ever since Aspire implemented its smoke-free policy, Larry participated in Health Awareness group where the Life Skills Instructor taught him about the dangers of smoking. Larry did not like what he saw. He quit smoking cold-turkey and expressed, "I do not want to die now," which showed that Larry is now appreciating life the way it is today.



**Dr. Jerry Sheward,  
M.D., Vice President,  
Chief Medical Officer**

Dr. Jerry Sheward specializes in seriously and persistent psychiatric disorders among adults. That expertise, combined with his special interest in behavioral healthcare service delivery systems, has made him an invaluable part of Aspire Indiana's team of experts. Sheward has been with Aspire for over twenty-one years.



## Aspire's Behavioral Health Experts

**Dzera, Oleh, MD Staff Psychiatrist**

Dr. Dzera specializes in young and elderly adults. Eclectic interest is in all psychiatric diagnostic categories. Dzera has been with Aspire for over eight years.

**Ehret, Jason, PhD Staff Psychiatrist**

Dr. Ehret specializes in treatment resistance mood disorders including both inpatient and outpatient ECT (Electro-Convulsive Therapy). He is also our certified Suboxone prescriber as part of our addictions services. Ehret has been with Aspire for over one year.

**Fortner, Geoffrey, MD Staff Psychiatrist**

Dr. Fortner specializes in adult psychiatry. His particular area of interest is inpatient services. Fortner has been with Aspire for over five years.

**Galvin, Matthew, MD Psychiatrist**

Dr. Galvin specializes in child psychiatry, currently providing residential treatment services. Galvin has been with Aspire for just under a year.

**Knowles-Duncan, Judi, MD Staff Psychiatrist**

Dr. Duncan specializes in the treatment of children and adolescents on an outpatient basis including services to the Indiana School for the Deaf. Duncan has been with Aspire for over three years.

**Luo, Hua, MD Staff Psychiatrist**

Dr. Luo specializes in treatment of individuals with severe and persistent psychiatric conditions, clinically leading a certified team of intensive care managers and therapists supporting clients in the community. Luo has been with Aspire for over eight years.



**Narasimhamurthy, Suman, MD Staff Psychiatrist**

Dr. Murthy specializes in child and adolescent psychiatry. Narasimhamurthy has been with Aspire for over two years.

**Nicholas, Michael, MD Staff Psychiatrist**

Dr. Nicholas specializes in the treatment of adults with serious and persistent psychiatric disorders and also provides services to the adult deaf and hard of hearing population. He also provides MRDD (Mental Retardation/Developmental Disabilities) consultation to local providers. Nicholas has been with Aspire for over fifteen years.

**Nicholas, James, MD Staff Psychiatrist**

Dr. James Nicholas specializes in treatment of adults with a variety of conditions and also provides specialty services to the geriatric population out of our Carmel office. Nicholas has been with Aspire for over twenty years.

**Nikolov, Patricia, MSN, APRN**

Nikolov specializes in psychiatric nursing. Her particular area of interest is in Reactive Attachment Disorders. Nikolov has been with Aspire for over one year.

**Presley, Brett, MD Staff Psychiatrist**

Dr. Presley specializes in adult psychiatry. His particular areas of interest/expertise are in persons with HIV/AIDS who have a mental illness and the seriously mentally ill population. Presley has been with Aspire for over fourteen years.

**Rhoadarmer, Kelly, MD, APN**

Dr. Rhoadarmer specializes in adult psychiatry. Rhoadarmer has been with Aspire for just over a year.

**Roberts, Lorinda, MS/PMHNP-BC, RN**

Roberts specializes adult psychiatric nursing. Roberts has been with Aspire for just under a year.

**Rosiek, Betsy, MD Associate Medical Director/Adult**

Dr. Rosiek's particular area of interest is schizophrenia and adult mood disorders. Rosiek has been with Aspire for over seven years.

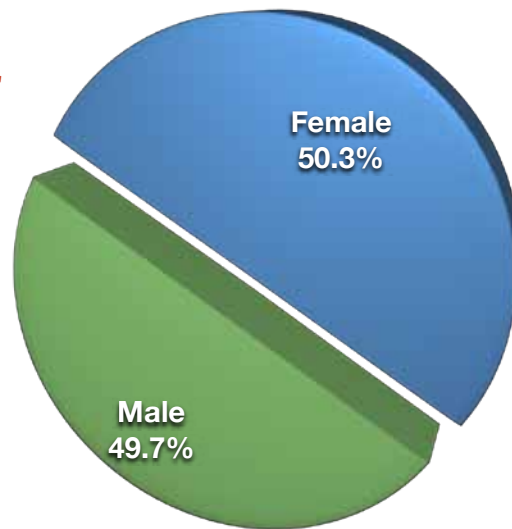
**Sommers, Dale, MD Staff Psychiatrist**

Dr. Sommers specializes in adult and child psychiatry. Sommers has been with Aspire for over eleven years.



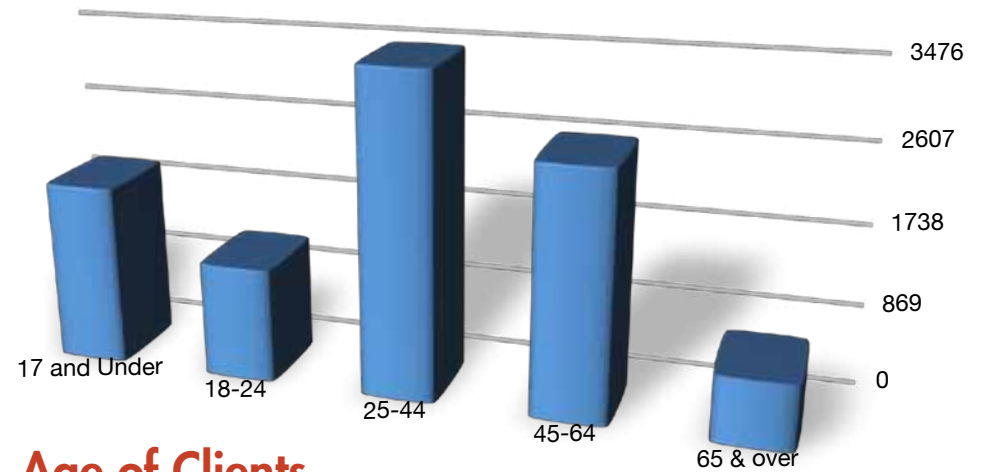
## Clients Demographics

### By Gender

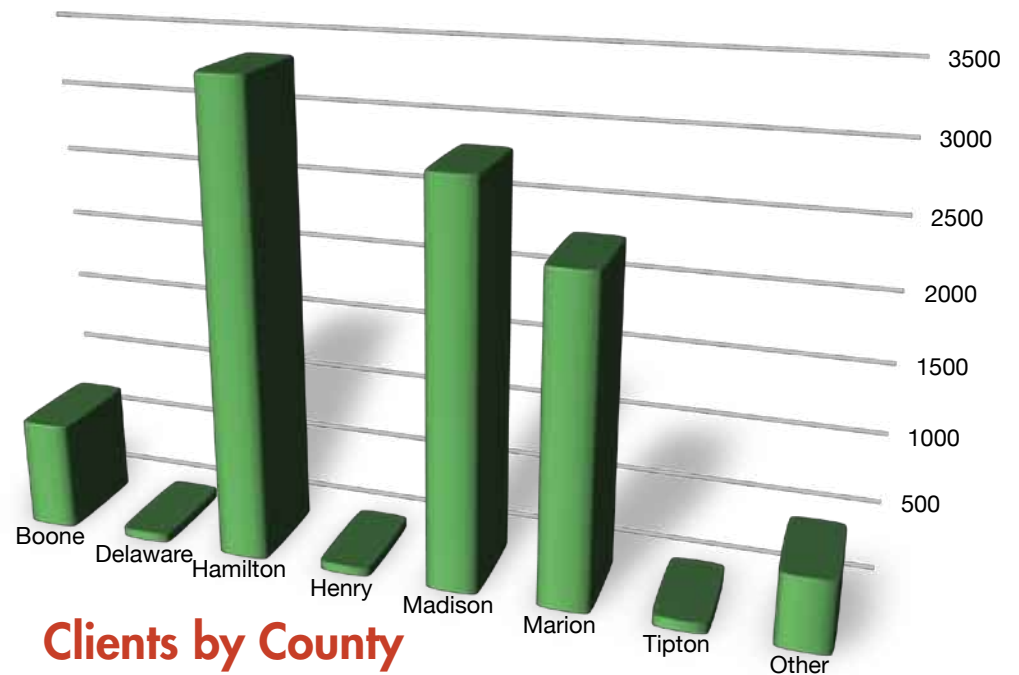


### Clients by Race

American Indian .....	63
Asian .....	55
African American.....	1288
Caucasian .....	7137
Hawaiian/Pacific .....	14
Other .....	1499



### Age of Clients



### Clients by County

## 2011 Financial Report

### REVENUE

Net Patient Service Revenue (which includes).....	\$11,824,141
Mental Health/Substance Abuse/Recovery	
Housing	
Employment Services	
HIV Services	
Government Grants .....	11,737,401
County Funding .....	3,441,828
Interest and dividend income.....	192,995
Net Rental Revenue .....	547,841
Contributions .....	19,415
Projects, Program, Subcontract Revenue.....	789,272
Other .....	173,534

TOTAL REVENUE..... \$28,726,427

### EXPENSE

Expenses by Major Activity (which includes)	
Mental Health/Substance Abuse/Recovery .....	22,892,543
Housing.....	2,001,613
Employment Services.....	1,465,577
HIV Services.....	1,360,258

TOTAL EXPENSES .....

Future Growth before investment gains .....

Charity Care and Allowance .....

## Board of Directors

### Directors

Chair .....	Duane Hoak, Ed.D Anderson University (Retired)
Vice Chair .....	Bryan Brenner First Person Advisors
Secretary .....	Paula Bachert LDI, Ltd., LLC
Treasurer .....	Jeffrey Reed, CPA Blue & Co., LLC

### Members

Doug Cassman .....	CEO, Educational Services Company
Annette Walker Cyr .....	Brightpoint, Inc
John Demaree .....	Summit Realty Group
Craig Dunkin.....	CEO, W. R. Dunkin & Sons Construction
Syd Ehmke, FNP .....	Riverview Community Health Clinic
Cynthia Helphingstine, PhD.....	Fairbanks Institute
Judy Levine.....	Hamilton County Council
Darlene Likens .....	Madison County Clerk
John May.....	Banking Executive(Retired)
Michael McConnell, Ed.D .....	State of Indiana
Douglas Prince, CPA .....	Stifel Nicolaus and Company
Marjorie Shell .....	Miller's Merry Manor
William Steinbrunner.....	GM Executive (Retired)
James Ward .....	Owner, Ward's Awning Company (Retired)
Donna Yancey, PhD.....	NAMI and Nursing Professor (Retired)



## Donors

Archer, Deborah  
 Bachert, Paula  
 Bagg, Danielle  
 Baird, Craig  
 Barron, Patricia  
 Blake, Susan  
 Born, Dennis  
 Brenner, Bryan  
 Brill, Margaret  
 Brooks, Tommerial  
 Brown, Dan  
 Brown, Duncan  
 Brown, Paul  
 Burch, Larry  
 Burkett, Sheree  
 Cantin, Susan  
 Cassman, Doug  
 Chastain, Misty  
 City of Anderson  
 Coahran, Andrea  
 Combs, Mark  
 Cook, Jacqui  
 Crone, Lenore  
 Cummings, Riton  
 Cyr, Annette  
 Davis, Henry  
 Davis, Lesly  
 DeHaven, Richard  
 Demaree, John


Dodge, Melissa  
 Driskel, Evelyn  
 Dunkin, Craig  
 Ehmke, Syd  
 Fischer, Duane  
 Foltz, Julie  
 Garrard, Kenneth  
 Good Works Indiana  
 Governor's Commission for  
   a Drug Free Indiana,  
   Boone County  
 Grosso, Trusa  
 Haas, Marianne  
 Haley, Rebecca  
 Hamilton, Tamara  
 Harris, Tom  
 Helphingstine, Cynthia  
 Henderson, Kathy  
 Hoak, Duane & Laura  
 Holbert, Erin  
 Holt, Kayla  
 Hoover Family Foundation  
 Howe, Kelly  
 Indiana AIDS Fund  
 Indiana Association for  
   Community and Economic  
   Development  
 Indiana Division of Mental  
   Health and Addiction  
 Indiana Housing and  
   Community Development  
   Authority

Indiana State Department  
   of Health  
 Jackson, Laura  
 Johnson, Jeffrey  
 Jones, LeAnn  
 Joseph, Brenda  
 Kennedy, Linda  
 Kinon, Bruce  
 Knights of Columbus  
 Koenig, Patty  
 Landers, Jerry  
 Lasoya, Summer  
 Lemaire-Pyle, LouAnn  
 Levine, Judy  
 Likens, Darlene  
 Lilly Endowment Foundation  
 Lofback, Kendrick  
 Madison County  
   Community Foundation  
 Maier, Susie  
 Marion County Public  
   Health Department  
   (Ryan White)  
 May, John & Marta  
 McAtee, Karen  
 McConnell, Michael  
 McCoy, Sharon  
 McNeil, Karen  
 Menefee, Melinda  
 Meyer, Amy  
 Mitchell, Amy

Morris, Amy  
 Mundy, Steve  
 Nicely, Kevin  
 Nicholas, Michael  
 Nichols, Tonya  
 Nicholson, Valerie  
 Northrop, Michelle  
 Patton, Brandon  
 Pettygrove, Sharon  
 Ponsler, Martha  
 Price, Joseph  
 Prince, Douglas  
 Privett, Janet  
 Rapp, Sharon  
 Reed, Jeffrey  
 Reed, John  
 Robb, David  
 Roberts, Tracy  
 Robertson, Rosemary  
 Russell, JoAnn  
 Ruth Lilly Philanthropic  
   Foundation  
 Sadler, Priscilla  
 SAMHSA (Substance Abuse  
   & Mental Health Services  
   Administration)  
 Scheffler, Connie  
 Schroeder, Lesley  
 Scott, Barbara  
 Scott, Gary  
 Selke, Miranda

Shaffer, Michael  
 Shell, Marjorie  
 Sheward, Jerry  
 Sipe, Allison  
 Skeel, Jim  
 Smith-Sanders, Melanie  
 Stayton, Melissa  
 Steinbrunner, William  
 Stevenson, Mark  
 Stewart, Kathy  
 Tabacchi, Tracey  
 Trammel, Debbie  
 Transformation Trust  
 Tyler, Steven  
 U.S. Department of  
   Housing and Urban  
   Development  
 United Way of  
   Delaware County  
 United Way of Madison  
   County  
 Vaughn, Laura  
 Walker, Diana  
 Walker, Nancy  
 Welsh, Patricia  
 Whetzell, Rachel  
 Williams, Sandy  
 Williamson, Emily  
 Wilson, Emiel  
 Yancey, Robert & Donna





"Understand and be confident that each of us can make a difference by caring and acting in small as well as big ways."

- Marian Wright Edelman

*your gift  
makes a difference*

## Locations



### Boone County

602 Ransdell Road, Lebanon, IN  
765-482-7100



### Delaware County

2809 W. Godman, Suite 5, Muncie, IN  
765-286-4481  
HIV/AIDS Care Coordination Program



### Hamilton County

17840 Cumberland Road, Noblesville, IN  
317-773-6864



697 Pro-Med Lane, Carmel, IN  
317-574-0055



9615 East 148th Street, Suite 1  
Noblesville, IN  
317-587-0500  
Administration Offices



### Madison County

2020 Brown Street, Anderson, IN  
765-608-5598



2009 Brown Street, Anderson, IN  
765-608-5500



1933 Chase Street, Anderson, IN  
765-622-7466



10731 State Road 13, Elwood, IN  
765-552-5009



Social Enterprises  
6775 S.R. 32, Anderson IN



### Behavioral and Substance Abuse Services

2506 Willowbrook Parkway, Suite 300, Indianapolis, IN  
317-257-3903

### Deaf Services

2506 Willowbrook Parkway, Suite 111, Indianapolis, IN  
Relay Indiana: Dial 711 TTY: (317) 475-7272



### Tippecanoe County

133 North 4th Street, Suite 409, Lafayette, IN  
HIV/AIDS Care Coordination Program



### Wayne County

200 North 13th Street, Richmond, IN  
HIV/AIDS Care Coordination Program



The mission of Aspire Indiana is to provide quality, compassionate care to all of its clients through the delivery of effective and accessible behavioral healthcare and related services.

Aspire Indiana is a private, not-for-profit behavioral health care organization whose services are rendered regardless of age, race, religion, sexual orientation, gender, ethnicity, or disability.

**[www.aspireindiana.org](http://www.aspireindiana.org)**