

2020 Annual Report

Thriving in an uncertain climate




Aspire
Indiana Health™
AspireIndiana.org

A message to our community



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



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

Aspire Indiana Health looks back on 2020 with a great deal of pride and a glowing sense of accomplishment in a historically challenging time.

No retrospective can begin without acknowledging the devastating role the COVID-19 pandemic has played in our society. We are pleased to report that Aspire reacted to the pandemic with virtually unparalleled nimbleness and success.

We quickly shifted to a remote model, ensuring our employees were protected and had the tools they needed to work from home, or anywhere. New lines of communication were opened up, from a weekly livestream to a business-aligned social media platform, Google Currents.

At the top of our priorities was continuing to serve patients. Using the technological tools we've developed over the past few years, including an IT system that now exists entirely in the Cloud, we were able to shift to telehealth appointments via Video in Person (ViP) almost overnight. We went from averaging seven of these appointments per day to more than 700 in just 10 business days.

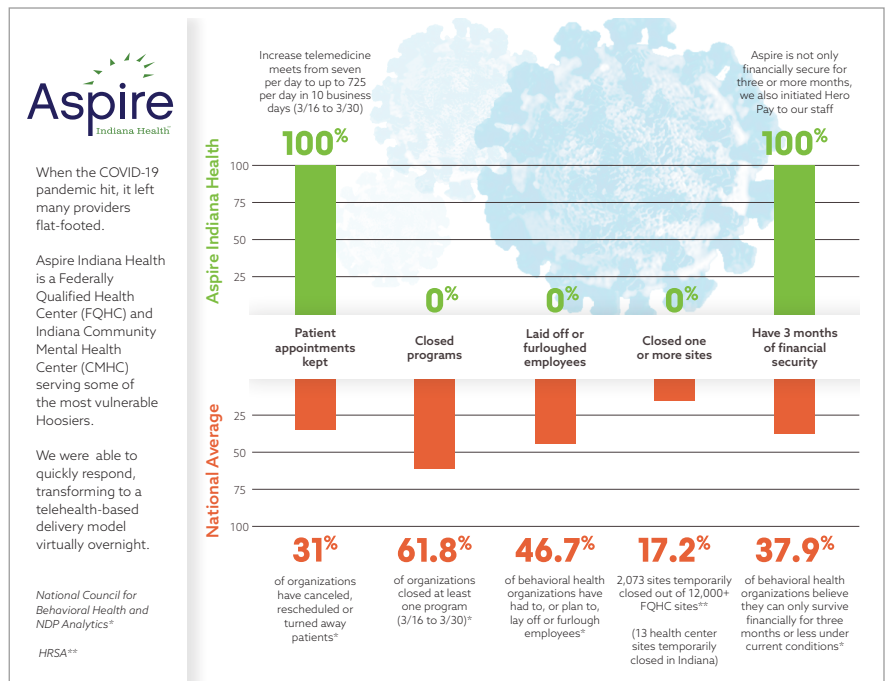
While most healthcare providers reported massive declines in people served, often resorting to

discontinuing programs or laying off staff, Aspire saw no major dips. In fact, we have continued to grow our patient base and the staff to serve them.

What we have learned from this past year's unprecedented experience is that this crisis has shown us an opportunity — one that encompasses a more versatile workforce with different ways to engage Hoosiers beyond the traditional in-person appointment in a health center.

In particular, we've found that many people prefer to have their appointments via ViP, especially for behavioral health. And it lowers barriers to accessing care that perpetually confront our at-risk populations and communities of color. So we're making long-term strategic plans to incorporate this into our business model going forward.

We also continue to press ahead with our transformational desire to serve Hoosiers from every walk of life, from infants to seniors, singles



to entire extended families, representing every demographic. You may have seen the tagline, "Whole Health for Your Whole Family," that we are

using in all of our branding and outreach, to reflect this renewed purpose.

You will notice right away one big change with this Annual Report — there's only one of them!

We have done away with the old public-facing distinction between Aspire Indiana and Aspire Indiana Health, reflecting our evolution into a fully integrated healthcare provider that is both a Federally Qualified Health Center (FQHC) and Indiana Community Mental Health Center (CMHC). We have successfully “changed our DNA” so there are no longer different silos separating behavioral health, primary medical care, addiction services and recovery housing, and our multiple programs addressing the social determinants of health.

The other major development of 2020 was the merging of business operations with Progress House. This has been a real win-win for two storied nonprofits that



together boast more than a century of service to Hoosier families. It has allowed us to launch possibly the most ambitious addiction treatment initiative in the history of Indiana, with this spring's launch of the Mockingbird Hill Recovery Center in

Anderson. It is going to be a tremendous asset to the regional recovery community.

And there's more big plans on the horizon! We have broken ground on a major expansion of our Noblesville health center, which should be completed in 2022. The purpose of this expansion was to increase both our primary care and behavioral health service capacity. And we purchased the Willowbrook building where our Indianapolis clinic has been a tenant for many years, with plans to revamp the property and expand our integrated whole health services there as well.

And, thanks to the strategic oversight of our Board of Directors and visionary thinking by our leadership, Aspire is well-situated fiscally to tackle these initiatives and continue to dream big with an ambitious growth strategy to better serve Hoosiers to improve their health and wellbeing.

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- **VP, Strategy/Business Development**
Jerry Landers, DBA
- **VP, Corporate Development/
Executive Director, Progress House**
Darrell Mitchell

Services

Crisis Services

Total phone contacts/calls	17,530
Total CIT police officer interventions	959
Emergency evaluations at a hospital.....	582
Total youth involved interventions.....	297
Total inpatient admissions	1,088
Total urgent intakes scheduled.....	1,913

Aspire Services

Outpatient.....	112,133
Community Based - Adult	76,415
Structured Group Living	50,139
Medical.....	27,790
Community Based - Youth	27,757
School	17,087
Uncategorized	15,789
Recovery Residence	7,235
Grand Total	334,345

Access Services

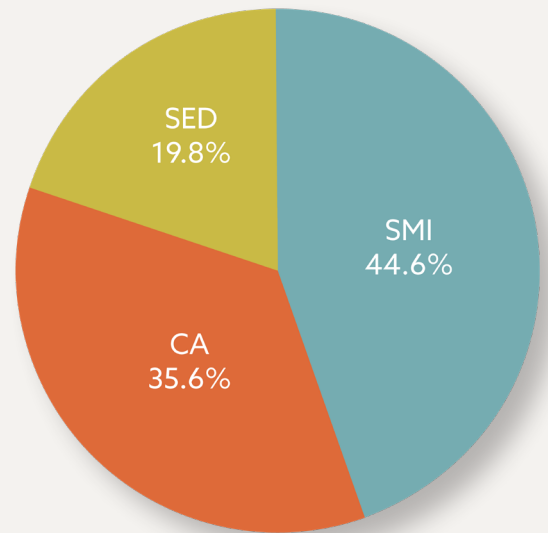
Incoming calls to the Contact Center	121,430
Incoming call to Crisis	17,530

Kids Talk

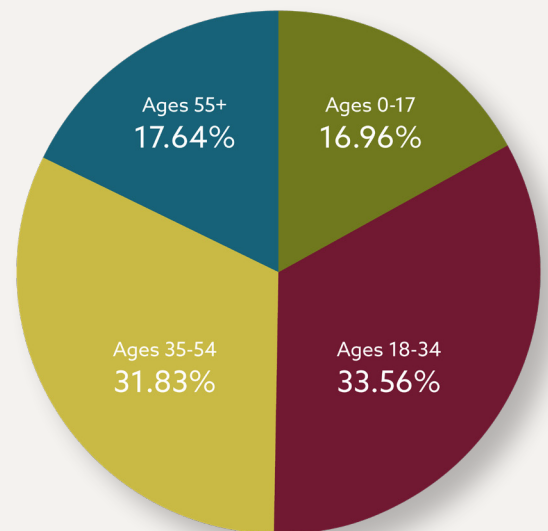
Children were served through forensic interviews.....	516
Adult non-offending caregivers served through victim advocacy	476
Number of times prevention program presented in schools	292
Number of schools prevention program presented to.....	25
Number of students prevention program presented to	12,251
Amount of funds raised for Stand Up for Kids!	\$48,976

Housing Clients Served

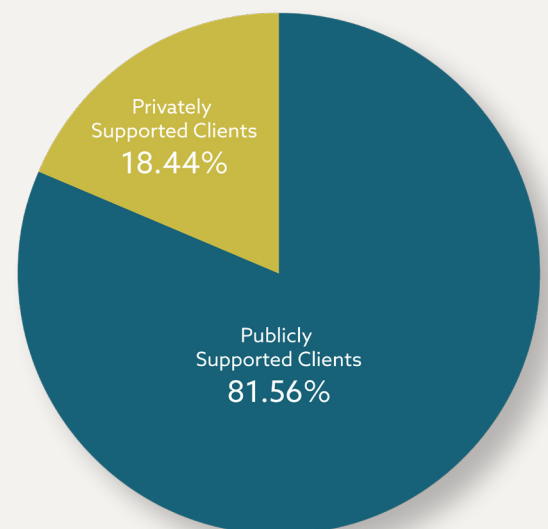
Veterans	64
May House	46
HUD properties.....	135
6th Street co-op.....	8
Permanent supportive housing	115
Emergency Solutions grant	26
Housing First grant	63
Aspire Manor	13



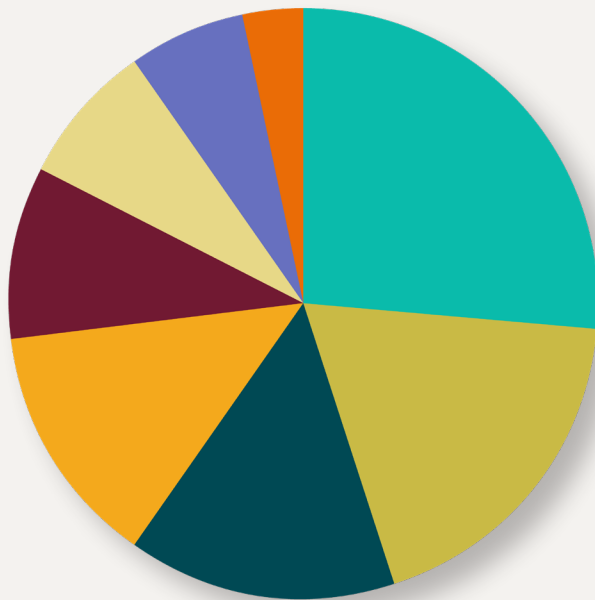
People Served



Ages Served



Income Status



Depression	26.17%
Substance Use	18.22%
Anxiety	14.58%
PTSD	12.98%
Schizophrenia	9.46%
Bipolar	7.44%
Other Disorder	6.30%
ADD / ADHD.....	3.22%

Behavioral Healthcare — most common issues

Blood Diseases

High Cholesterol, Diabetes, Thyroid, Obesity, Anemia / Vitamin Deficiency



HIGH OCCURANCE - 1 IN 5 PEOPLE

Circulatory Diseases

Hypertension, Heart Disease, Heart Irregularities



MODERATE/HIGH OCCURANCE - 1 IN 7 PEOPLE

Respiratory Diseases

Asthma, Upper Respiratory Infection, Pneumonia



MODERATE/HIGH OCCURANCE - 1 IN 8 PEOPLE

Musculoskeletal Diseases

Back Pain, Joint Pain, Arthritis, Myalgia

Eyes / Ears / Nervous System

Migraines, Insomnia, Sleep Apnea, Chronic Pain, Seizures

Digestive Diseases

Acid Reflux, Constipation, Irritable Bowel Syndrome



MODERATE OCCURANCE - 1 IN 12 PEOPLE

Infectious / Parasitic Diseases

Hepatitis C, Yeast Infection, HIV, Herpes, Chlamydia



MODERATE OCCURANCE - 1 IN 13 PEOPLE

Genitourinary Diseases

Urinary / Genital Infection, Erectile Dysfunction, Chronic Kidney Disease



MODERATE OCCURANCE - 1 IN 14 PEOPLE

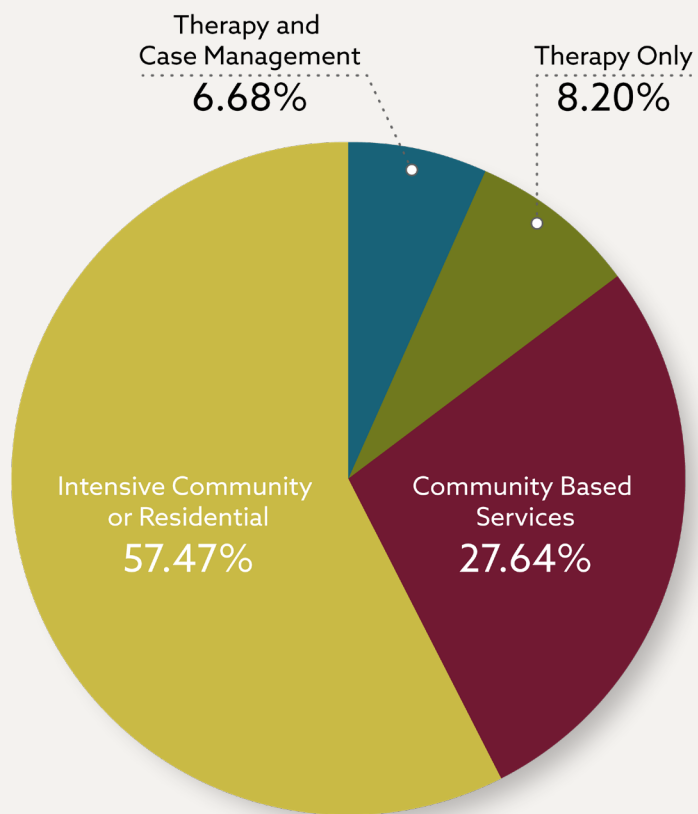
Skin Diseases

Dermatitis, Psoriasis, Acne, Cysts, Abscesses

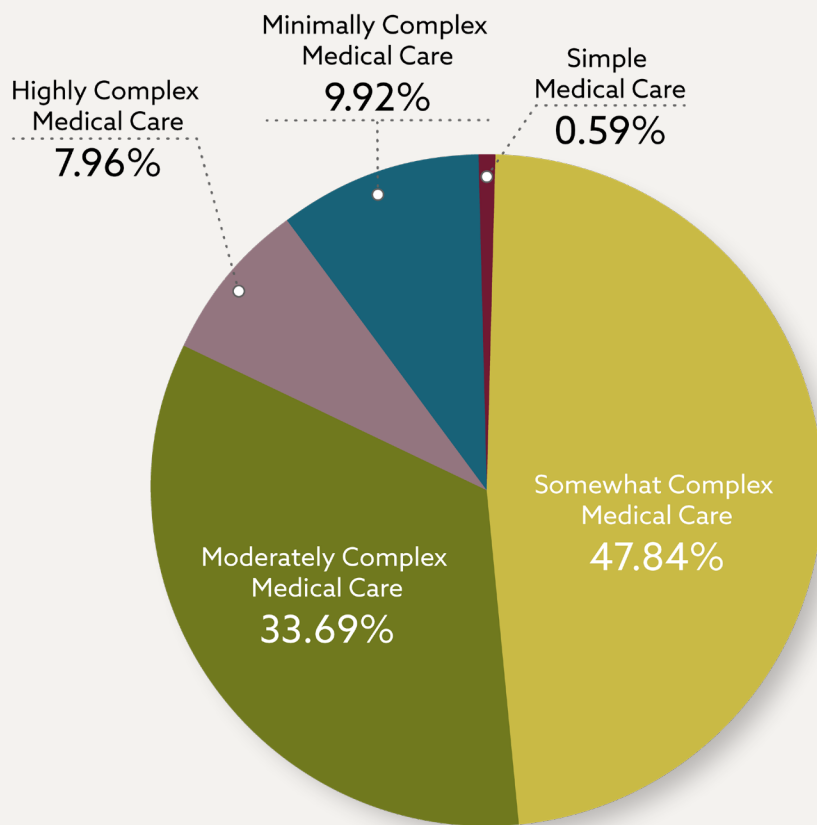


LOW OCCURANCE - 1 IN 25 PEOPLE

Primary Healthcare — most common health issues



Behavioral Healthcare



Primary Healthcare

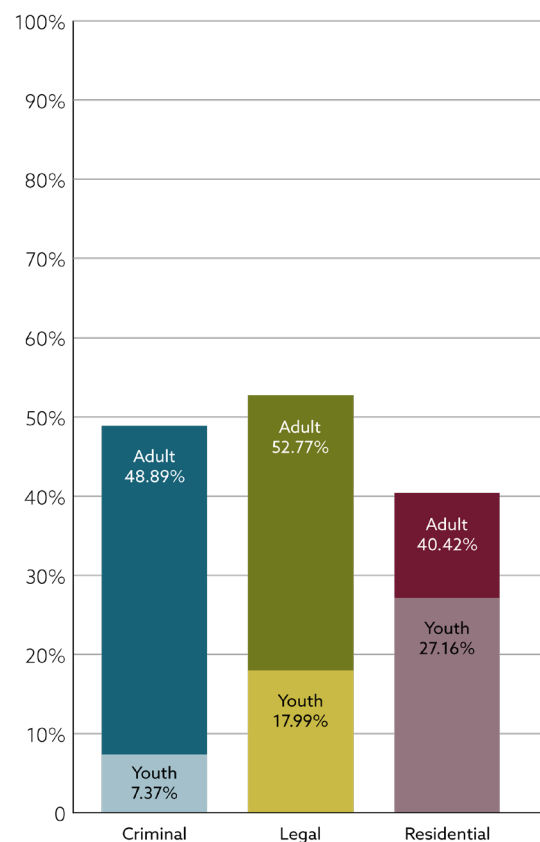
Financials

Revenue

Net client service revenue	\$19,817,467
Government/Grants.....	12,742,927
County funding.....	4,578,361
Interest and dividend income	828,455
Contributions	208,353
Project, program and subcontract revenue	461,324
Net rental revenue	819,133
Other.....	7,418,726
TOTAL	\$46,874,746

Expense

Mental Health, Primary Care, Substance Abuse/Recovery	44,572,607
Housing.....	684,320
Employment.....	271,907
Total Expense	45,528,834
Reserve for future growth and investment.....	\$1,345,912



Additional Barriers