



Recovery & Stabilization


Aspire
Indiana Health™

2021 Annual Report

www.AspireIndiana.org



One thing we know as caregivers is that after a traumatic illness or injury, you have to give the mind and body time to heal.

Do you know that feeling after an injury or a car accident, when you're out of danger but haven't yet recovered or fixed what's broken? Where you're past the trauma but waiting for the return of normalcy?

We've all experienced that in one form or another in recent times, as individuals and in our collective efforts.

We're pleased to say that Aspire Indiana Health has weathered the trauma of pandemic well — better, in fact, better than we could have ever imagined.

As all healthcare providers have experienced large drops in revenue and reductions in staff and services during the pandemic, Aspire made a commitment to hold its solid footing, both from a mission and fiscal standpoint.

As the pandemic continues, we are still healing as well as transitioning to a new normal. We look back on a year of accomplishment and ahead to a time of restoration. One thing we know as caregivers is that after a traumatic illness or injury, you have to give the mind and body time to heal.



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



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

To that end, the theme that Aspire is using for the next phase of its strategic vision is **"Recovery and Stabilization."**

Despite the pandemic, we have grown exponentially in recent years. In addition to adding primary care to our portfolio, we've undergone two mergers and a rebranding. Aspire has numerous major capital projects in the works, including doubling the size of our Noblesville clinic, purchasing and renovating our Indianapolis building and opening an 88-bed recovery center in Anderson that is part of a larger continuum built on truly innovative concepts. We even have emerging plans for continued growth and expansion in all the communities we serve.

However, before we do more, our immediate path forward includes stabilizing and supporting our current workforce as well as stepping up our recruitment efforts at a time when competition for healthcare talent is at an all-time high. It means revamping our leadership team to remove the silos that we had in place while building up our individual services lines so they can truly integrate and collaborate. And we need to build up our internal infrastructure so we have the technological tools and lines of communication necessary to support all these new undertakings.

Most importantly, we need to ensure the health and well-being of our own Aspire team members are addressed.

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We often preach mindfulness to our patients and to our staff as key to our individual wellbeing. We must do that as an organization as well by collectively taking our breath, focusing on where we are and where we want to go, and building the support system we'll need to get there.

Board of Directors

Board Chair	Amy Matthews
Board Vice Chair	Michael Collette
Board Treasurer	Michael J. Hall
Board Secretary	Joe Vosburgh
<ul style="list-style-type: none">• Carolyn Barr• John Demaree• Shelagh Fraser, MD• Duane Hoak• Eric A. Marcotte, MD• Oz Morgan• Leroy Quashie• Jeffrey L. Reed• Trent Scott• Marjorie Shell• Ted Sherfick• Obadiah Smith• Rob Spaulding• Daniel Stevens• Karl Stout	

Executive Staff

President/CEO	Barbara Scott, LCSW, MBA
CFO	Tim Crockett, MBA/MSSF, CMPE
COO	Jody Horstman, HSPP
CIO	Jim Skeel, LMHC
VP, Medical Services/Medical Director	Jon Butler, MD
VP, Behavioral Health Services	Beth Eiler
VP, People Operations	Lise Ebert
VP, Primary Health	Sydney Ehmke
VP, Strategy/Business Development	Jerry Landers
VP, Recovery Communities	Darrell Mitchell

Our Services

Crisis Services (24/7)

Total phone contacts/calls	20,697
Total CIT police officer interventions	1,048
Emergency evaluations at a hospital	736
Total youth involved interventions	372
Total inpatient direct admissions*	173
Admissions from police interventions & hospital evaluations	966
Urgent intakes & appointments	2,043

**Aspire staff requested hospitalization for a client*

Aspire Services

Outpatient	104,318
Community Based - Adult.....	101,432
Structured Group Living	45,671
Medical	29,950
Community Based - Youth	25,594
School	20,085
Uncategorized	13,490
Recovery Residence.....	11,426
Grand Total	361,526

Access Services (Business Hours 8-5, Monday-Friday)

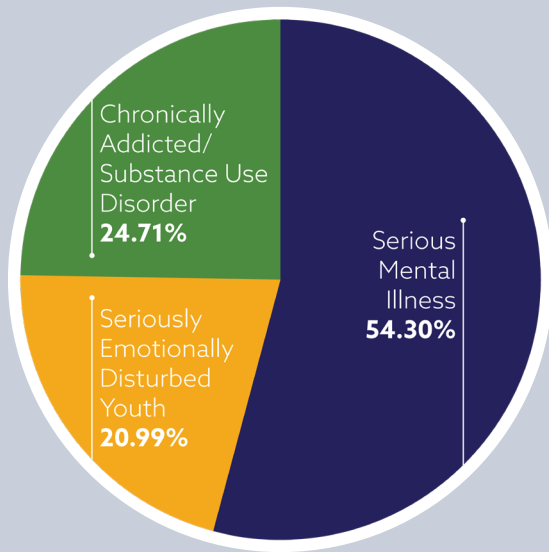
Incoming calls to the Contact Center	115,675
Incoming call to Crisis	14,694

Kids Talk Child Advocacy Center

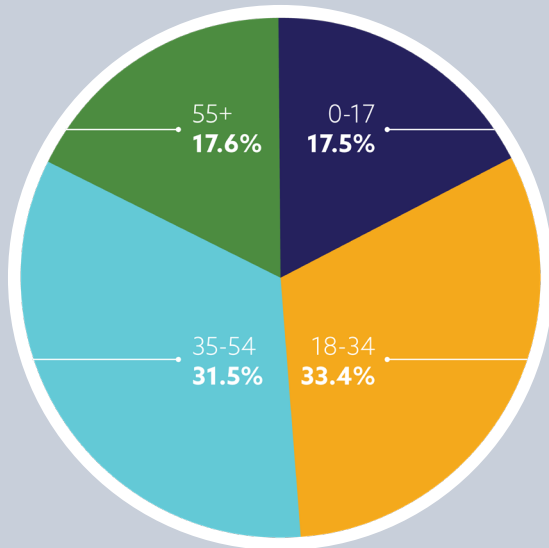
Child forensic interviews	406
Vulnerable adults forensic interviews	20
Non-offending adults.....	496
Students receiving prevention program.....	9,075
Schools receiving program.....	12
Amount of funds raised at Stand Up for Kids	\$35,500

Housing Clients Served

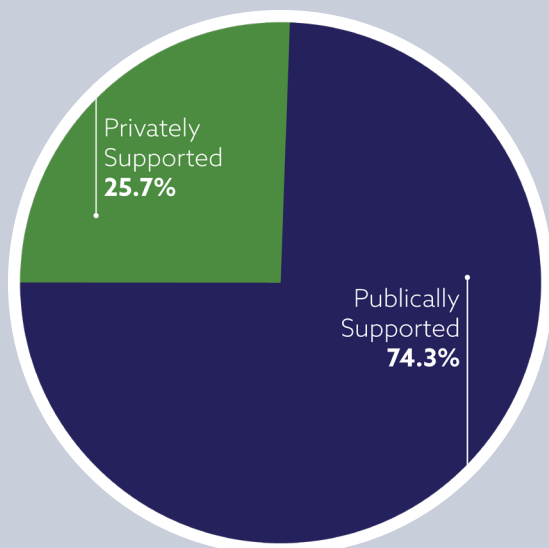
Veterans	128
Permanent Supported Housing grants	132
Treatment for Individuals Experiencing Homelessness grant	156
Emergency Solutions grant	223
Housing First grant	5
6th Street Co-op.....	7
HUD Properties	117
Aspire Manor	18
May House	46
Totals	832



People Served

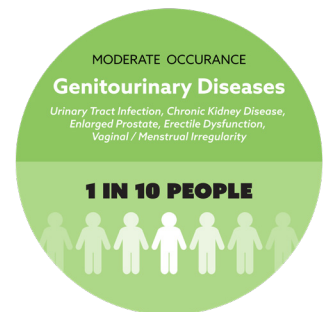
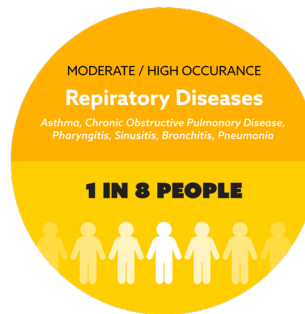


Ages Served

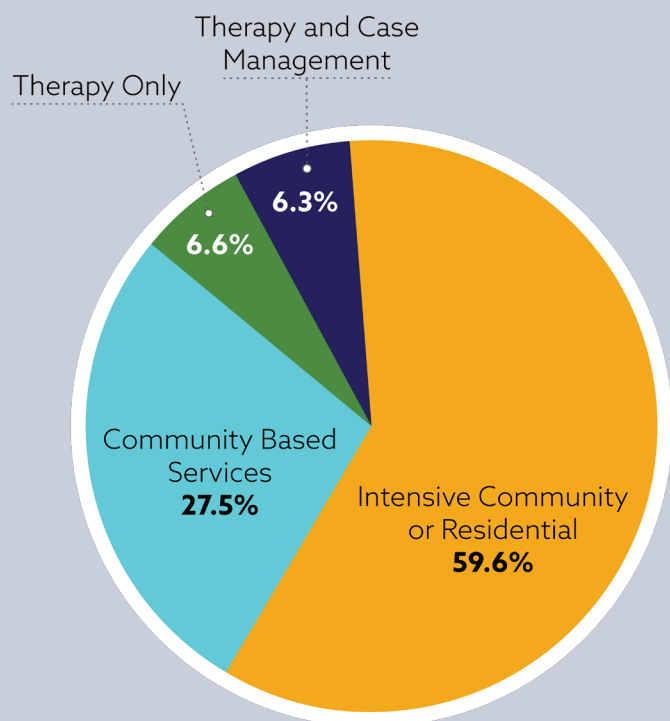
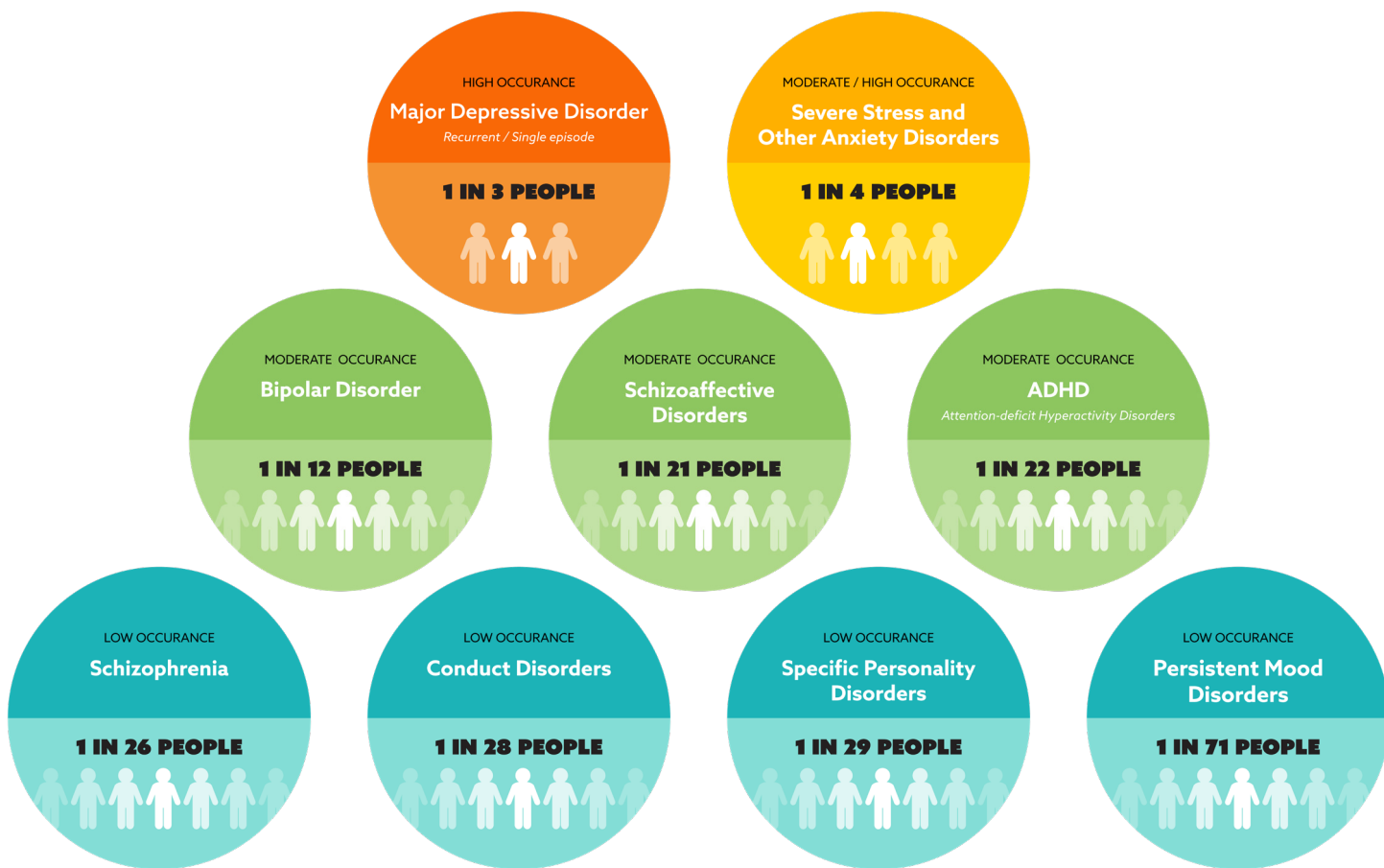


People Served by Income Status

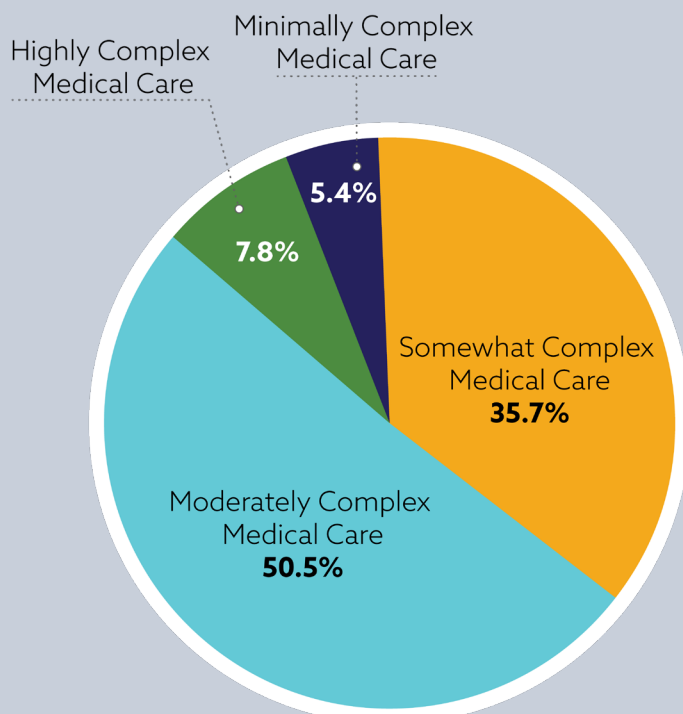
Primary Care — the most common issues



Behavioral Healthcare — the most common issues

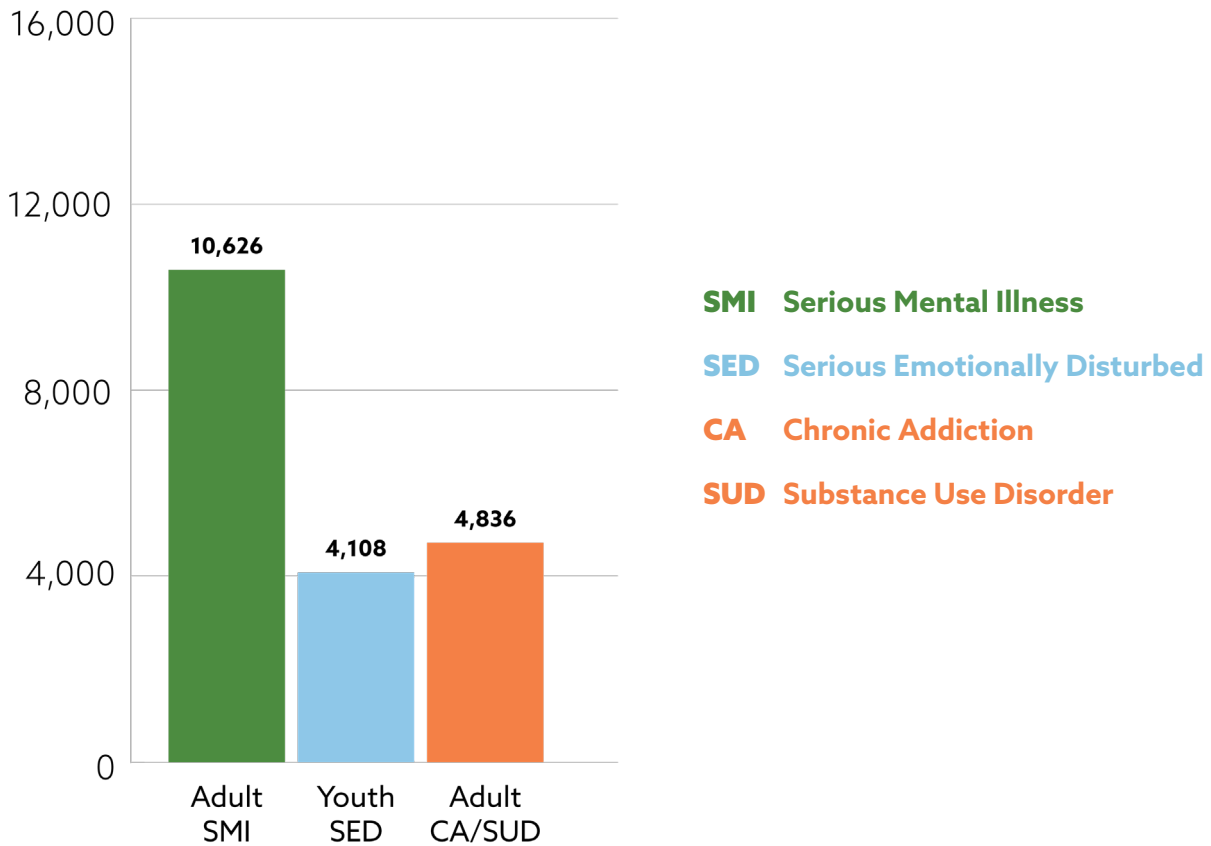


**Behavioral Care
Intensity of Services**



**Primary Care
Complexity**

Additional Barriers to Wellness



Financials

Revenue

Net client service revenue.....	\$23,296,738
Government/Grants	14,202,687
County funding	4,929,056
Interest and dividend income.....	731,814
Contributions	421,454
Net rental revenue.....	1,394,541
Other	11,682,470
Total	\$56,658,760

Expense

Client Health Care Services	51,718,574
Housing	821,158
Resource Development	510,494
Total Expense	53,050,226
Reserve for future growth and investment	\$3,608,534