



Healthbeat



GET INSHAPE TO HELP HOOSIERS WITH MENTAL ILLNESS





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 Cheryl Berry, Marketing Multimedia Artist
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Get InSHAPE to Help Hoosiers With Mental Illness

by Christopher Lloyd, video by Ben Rose



Here's a special profile of just one of the many Hoosiers who have been helped through InSHAPE!

It's time to sign up for the second annual Aspire to Get InSHAPE Fun Run/Walk event! The 5k and 1 mile race/walk, to be held April 20 at Conner Prairie, raises awareness and funds for the InSHAPE program, a fitness and nutrition program designed for Hoosiers experiencing serious mental illness (SMI).

In addition to the stigma associated with mental illness, people with SMI often experience challenges with their physical health, including things like diabetes and obesity. InSHAPE pairs them with certified personal trainers who use education, exercise, fitness, nutrition and community engagement to help individuals address issues such as losing weight, improving cognitive functions, decreasing depression and anxiety, improving self esteem and decreasing social isolation.

Learn more, and sign up for the race by [clicking here](#).



Stand Up for Kids Brings the Smiles

by Jaclyn Saunders, photos/video by Brandi Caplinger



Click to watch video

The 9th Annual Stand Up for Kids fundraiser took place March 9 at Harrah's Hoosier Park Casino – the first time at the venue, and it was an evening packed with smiles! Stand Up for Kids is the annual fundraiser for [Kids Talk](#), a program of Aspire Indiana Health that provides a child-friendly location in Madison County where kids can report abuse or neglect in a safe and comforting environment.

With more than 300 people attending the show, it was the highest attendance since COVID. And the new venue's bright lights and energetic atmosphere gave Stand Up for Kids a fresh spark of excitement, reinvigorating the staff and long-time attendees of the event.

[Comedian Zoltan Kaszas](#) brought the laughs, and \$7,800 dollars were raised during the event – bringing the total amount of donations to more than \$50,000! Congratulations to Kids Talk Director Denise Valdez and the entire Kids Talk team for a fun-filled night supporting a great cause!





Welcome New Board Members

by Tiffany Whisner



Aspire is excited to welcome three new members to the company's Board of Directors – Celeste Evers, Vincent Smith and Steven Wornhoff!

"This trio of outstanding individuals will help guide us as the organization continues to grow and explore ways to better serve Hoosiers who face roadblocks to receiving proper healthcare," said Aspire President and CEO Antony Sheehan.

Evers is a longtime advocate for building communities, serving as the Vice President of Mission Impact for Coburn Place, an Indianapolis home for survivors of domestic violence and their children. She is an experienced social worker with a bachelor's degree from Indiana University Purdue University Indianapolis and an MBA from Indiana Wesleyan University.

"My entire professional life has been devoted to social work, passionately advocating for clients and striving to enhance social service organizations' services," she said. "Joining the Aspire Board of Directors is the perfect opportunity for me to continue to pursue my passion.

I'm excited about my role on the Aspire board and the chance to make a positive impact."

"As a long-time professional working with students with disabilities, the importance of an integrated health model is clear to me," Wornhoff said. "I have seen the good work Aspire has done in collaboration with public schools to address the physical and mental health needs of students and families. If all health needs are addressed, students can be more effective academically and more prepared for life after school. I am excited to be part of the Aspire team!"

Smith, whose background is in workforce development, currently serves as Executive Director of Building and Impact Communities, an organization that provides housing, wraparound services and education for people experiencing homelessness, low-income individuals and seniors. He received his bachelor's degree in political

science from Tennessee State University and is a graduate of the Center for Creative Leadership Community Coalition Leadership Program.

Wornhoff has a deep background in educational psychology and currently serves as Director of the Hamilton-Boone-Madison Special Services Cooperative, which provides an array of services for special education classrooms to assist in meeting the needs of all youth and their families. He received his master's and doctoral degrees in psychology from Indiana University and his bachelor's degree from Ball State University.

"I am delighted to welcome these three outstanding community leaders to our Board," said Board Chair Michael Collette. "Each of them embodies true commitment and vast experience. I couldn't be more honored to serve alongside Board colleagues who bring expertise in abundance as well as a passion for our mission."

Meet the Utilization Management Team



by Tiffany Whisner



Left to right: Rob Bruce, Judy Zelinsky, Serena Hendershot, Jennifer Caswell, Mary McKinney, Pepper Moore and Chris Gray

What do you know about the Utilization Management (UM) Department at Aspire? Did you know the UM Department is part of our Quality Team and provides administrative support services focused on promoting quality assurance? The UM team reviews service utilization data for Aspire service locations and obtains prior authorizations (PAs) for services our clients are entitled to. This includes in- or out-of-office therapy, group therapy, skills training, case management, Behavioral and

Primary Healthcare Coordination Program (BPHC) and addiction services.

Most insurance providers require some form of PA before services are rendered. UM seeks to ensure all PAs are tenable and that all policies, procedures and regulations are followed so Aspire can be reimbursed for services. UM is a source of contact and expertise for a variety of insurance providers, including Medicaid, Healthy Indiana Plan (HIP), Medicare and Medicare Advantage

Plans as well as commercial insurances. The team works in coordination with treatment providers to complete PA requests and ensure medical necessity is being met.

The UM Department is happy to assist Aspire staff with any questions or concerns related to requesting more units, Medicaid Rehabilitation Option (MRO), Child and Adult Needs and Strengths Assessment (C/ANSA), Level of Need (LON), service packs,

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Substance Use Disorder (SUD) PAs, Current Procedural Terminology (CPT) codes and medical necessity.

Say hello to the UM team:

Rob Bruce — Utilization Management Manager

Mary McKinney — Specializes in Substance Use Disorder (SUD) PAs for Mockingbird Hill (MBH), monitoring commercial insurance for needed authorizations on a client's intake and ongoing services.

Jennifer Caswell — Specializes in SUD PAs for MBH, monitoring for exhausting Indiana Department of Child Services (DCS) and Child Mental Health Initiative (CMHI) authorizations as well as Child and Adult Needs and Strengths Assessment (C/ANSA) update/discharge needs.

Pepper Moore — Specializes in PA needs for Medicaid Clinic authorizations, MRO special requests for more

Aspire News



CRISIS TEAM ROLLS OUT MOBILE RESPONSE UNIT

The Aspire Indiana Health Crisis team has provided 24/7 telephone support to Hoosiers experiencing a mental health crisis for many years. Now they are literally bringing their services to the street with the deployment of a special mobile response unit. In some cases it will respond alongside emergency services like police and fire. Special magnetic signs were created to designate the van as a crisis

units, BPHC expired units and Medicaid/Medicare dual coverage services.

Serena Hendershot — Specializes in authorization needs for MHS and CareSource Medicaid clients, monitoring daily Medicaid intakes to ensure appropriate authorization counts are in place, and addressing MRO denials.

Chris Gray — Specializes in changes to MRO from insurance changes, errors in C/ANSA processing and appropriate LON reflection on service packs.

Judy Zelinsky — Specializes in UM's record keeping, vocational rehab (VR) auths and all handling of PA responses from insurance.

response unit that can be removed when responding to individual homes in non-emergency situations without bringing attention and stigma. Thanks to our crisis team for this incredible new way to reach vulnerable Hoosiers!

DENISE VALDEZ RECEIVES WOMAN OF IMPACT AWARD



The Madison County Community Foundation (MCCF) has chosen **Denise Valdez** as this year's recipient of its Woman of Impact Award! This award honors a woman for her significant contributions

to the women and children of Madison County, recognizing one who goes above and beyond to empower women and advocate for children. Denise is Aspire's director of Kids Talk, a child-friendly

location where children can report abuse in a safe and comforting environment. The Woman of Impact Award honors Denise for her significant contributions to the women and children of Madison County through her commitment, action and advocacy. Congratulations, Denise!



MOCKINGBIRD HILL MARKS 3RD ANNIVERSARY

Last month Mockingbird Hill Recovery Center marked three years since it admitted its first resident. In that time, more than a thousand people have been residents and nearly 70% of unique individuals completed the program successfully. These numbers show the [Whole Health Recovery Continuum](#) created by Aspire Indiana Health and Progress House is working. Lives are quite literally being saved! [Learn more](#)

WHISNER JOINS MARKETING TEAM



Tiffany Whisner joined the Marketing team this month as the new Manager of Marketing Content! She will oversee the day-to-day communications at Aspire, including newsletters, emails, news releases, social media collateral and employee communications. She will help lead the management of content by Aspire's creative team of content producers, designers and marketing coordinators. Previously

working at a local marketing agency, Tiffany has a background in journalism, telecommunications, public relations and media relations.



ACCENT ON COMPASSION

In last month's blog post by Aspire Indiana Health President & CEO **Antony Sheehan**, he talked about forming a new narrative for health and human services. [Check it out!](#)

ASPIRE IN THE COMMUNITY



Our Indianapolis Health Center had a furry, four-legged visitor from **Paws and Think**, whose Therapy Dog Programs provide comfort and emotional support to children and adults at a variety of venues in Central Indiana.

Manager of Community Outreach **Mary Giesel** attended the Greater Indianapolis YMCA Citywide Basketball Tournament held at the Irsay Family

continued on next page



YMCA at CityWay. More than 140 families with children elementary-middle school age participated in the games; the tournament champions by age group were recognized for their sportsmanship as well as skills on the court.

Aspire Community Engagement Coordinator **Jayson Jefferson**, OBHP Recovery Coach **Gwenetta Hill** and Pathway Resource Center's **Annie Simms** visited Center Township Trustee Ladonna Freeman's office in the Julia Carson Government Center. They are conducting outreach efforts to offer resources for opioid use disorder treatment and other resources to promote self-sufficiency and bridge the digital divide. This program is funded by a grant through the Marion County Coroner's office. Each week this team will be conducting these outreach activities throughout the east and far eastside of Marion county.



Community Engagement Coordinators **Staphany Santana** and **Jayson Jefferson** attended the National Alliance on Mental Illness (NAMI) Mental Health and Criminal Justice Summit.



It was a wonderful opportunity to connect with familiar faces, including a classmate of Jayson's who is now the program director for NAMI! Many people stopped by to inquire about Aspire's services and learn more about the resources available — and get some cool swag!

Employee Spotlight: Cindy Jeske



by Jaclyn Saunders, photo/video by Ben Rose

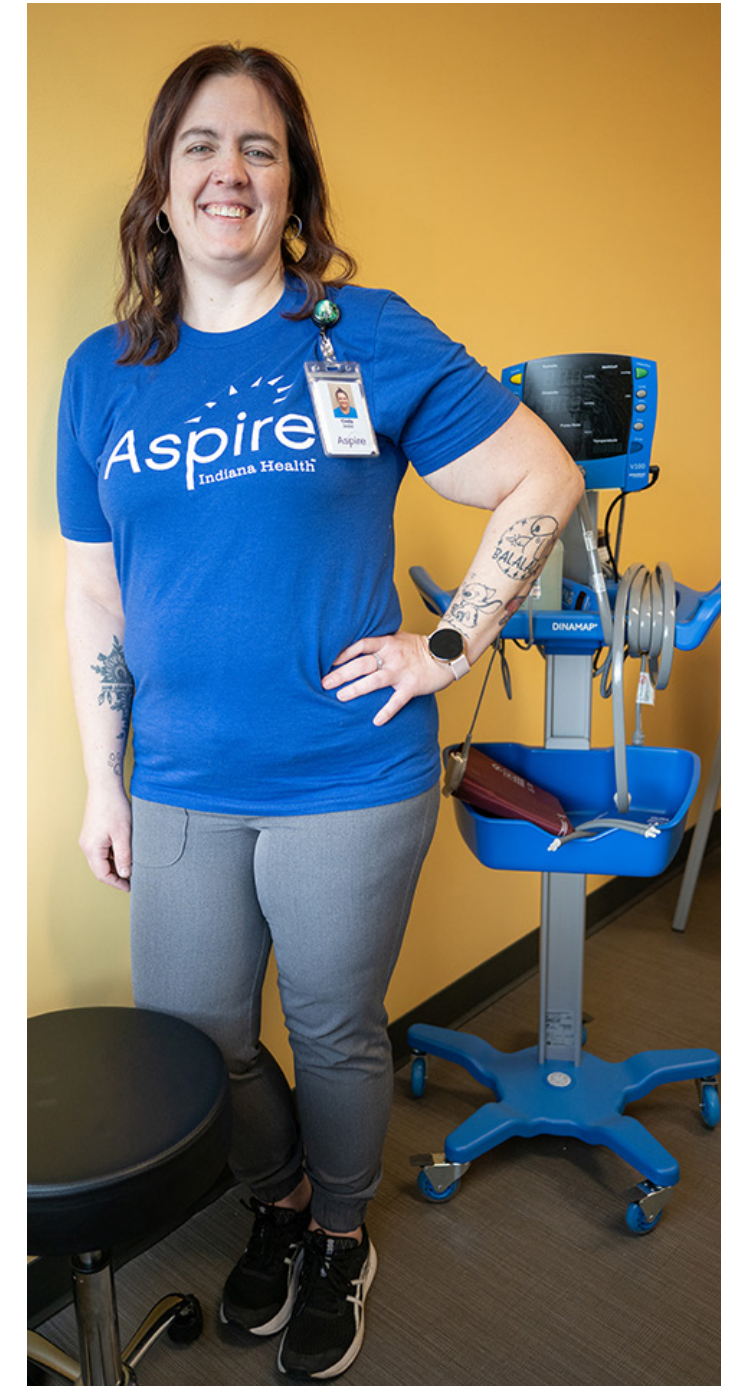
A Certified Medical Assistant with Aspire, Cindy Jeske loves to cheer on her patients as well as her favorite team, the Indianapolis Colts.

It's Sunday. The smell of hot wings with the good ranch waft through the air. Curt Menefee's voice buzzes throughout the room shrouded only by a veil of excitement and anticipation as Cindy Jeske prepares to cheer on her team, the Indianapolis Colts. She is deeply passionate about her team as she roots for their offense to make a first down and finally a touchdown, while simultaneously rooting for defense to make the tough tackles, stopping their opponents in their tracks.

Cindy is also deeply passionate about her work as a certified medical assistant (CMA). Cindy joined Aspire in 2018, initially as a CMA for primary care, before transitioning to psychiatric rehabilitation services. With a long history in the medical field, Cindy has helped hundreds of patients throughout her career. She first began pursuing a career in nursing before getting married and having two beautiful children, after which she worked for an allergist in Muncie, Ind. She finally found her career home with Aspire at the Noblesville Health Center.

As Cindy talks about her work with patients and the joy she feels with their success and improved health, she glows with pride and positivity.

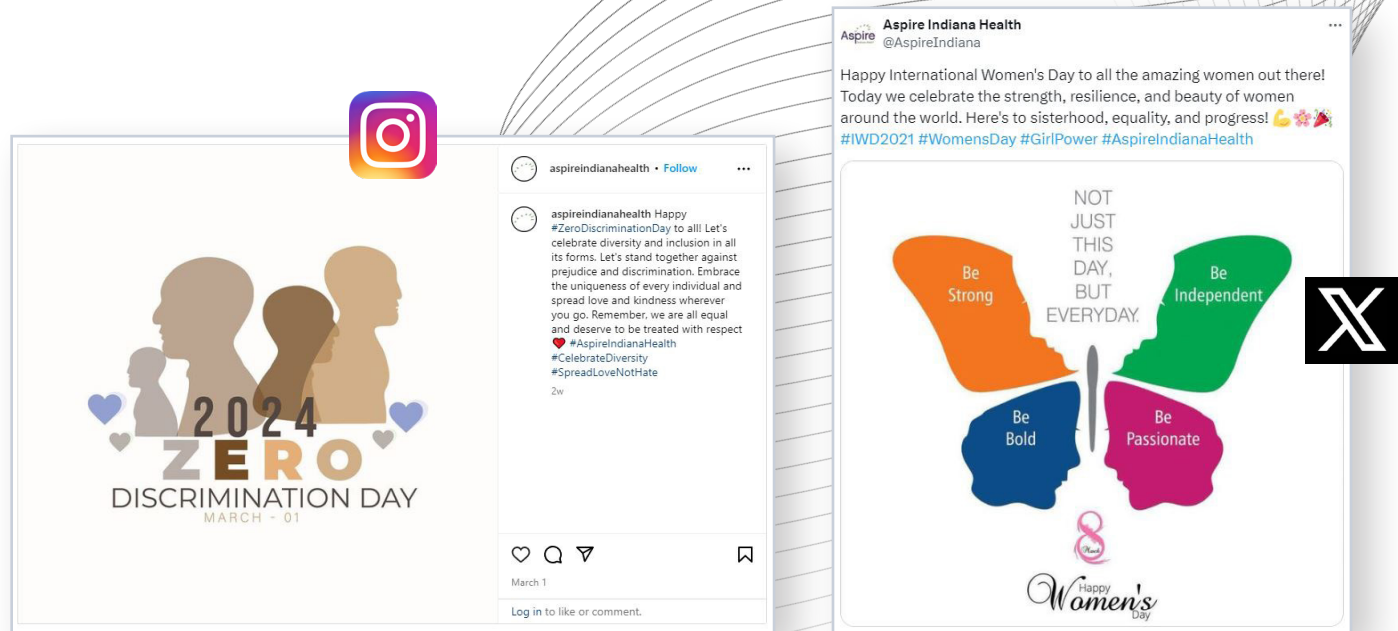
She may be the Colts' No. 1 fan, but she's also the No. 1 fan of her work as well as her family. Her husband and two children join her in cheering on the Colts as do her two doodles, Phoebe and Reggie, who occupy her attention — and camera roll — while at home. Cindy and her family enjoy taking trips together, including cruises to Aruba to enjoy the beach scenery. Thank you, Cindy, for all your hard work and dedication! And go Colts! ■



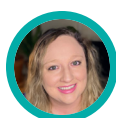


Social Media Hits

by Brandi Caplinger



Recognition



by Jaclyn Saunders

We're proud of the people who work for Aspire. That's why we'd like to take a moment to give recognition to them for their achievements – both inside and outside of the work they do with us serving Hoosiers.



Ashley Merrell, License Eligible Therapist, has really grown in her role and been very successful at Elwood.

Rae Rigney, Certified Medical Assistant, has been very welcoming to new staff and continues to go above and beyond to train and coach new staff. "She is a huge team player and always here to help!"

Debora Carreon, Director of Practice Operations, has made a huge difference on her team within weeks and created an environment the staff can thrive in. "You rock!"

Amanda Shepherd, Director of Practice Operations, is an asset to the Elwood and Carmel teams. "She is very dedicated to helping her staff and clients and meeting the needs of each clinic."

Tammie Shively, Support Associate, has consistently gone above and beyond for her clients. "Tammie is always so friendly to the clients who come into our office and assists them with whatever they might need. She is a great asset to the team!"

Gretchen Cottrell, Clinical Manager of Home & Community Based Services Hamilton County, and **LouAnn Lemaire-Pyle**, Manager of Crisis Services, both went above and beyond in getting a client ready for inpatient/state hospital admission. They spent nearly their entire afternoon working on this, with LouAnn coordinating with the court and police agency on legal issues surrounding the client transport by police, and Gretchen remaining present at the client's home for hours until the police finally obtained the correct paperwork and showed up to the home. "This client has

been in need of the services offered for some time, and the dedication shown by both Gretchen and LouAnn in getting him there" was exemplary. They are greatly appreciated by the State Hospital Liaison team!

Robert Bruce, Manager of Utilization Management, has demonstrated immense patience and dedication in training. He has created and fostered an environment conducive to transparency. He is encouraging to his team and supports their ideas. His flexibility and understanding with the various aspects of life ensures his team has a good work/life balance.

Eunice Konde, Infectious Disease Case Manager, consistently goes above and beyond helping people connect with the harm reduction program.

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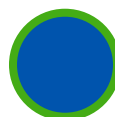
Sasha Janney, Certified Medical Assistant, is a wonderful medical assistant. Her bright disposition always lights up the room, and she makes everyone feel comfortable and welcome to the space.



Mary Shafer, Medical Records Auditor, is a wonderful coworker and has really supported her team by pushing them professionally. She is a great team player.



Jessica Burkett, Desiree Rayford, Ebony Austin, Kourtney Boak, Jessy Brown, Kia Hampton, Michelle Smith, Donna Carrico, Danielle Jackson and **Leslie Grubb** - This combination of front desk staff and medical assistants are nothing short of amazing. They all work very well together and in a very timely fashion. Their communication keeps the Noblesville Health Clinic running smoothly.



Reba Pendleton, Certified Medical Assistant, is a wonderful team player. Her

positive attitude brightens up everyone's day. She is eager to learn and has a great attention to detail. "We are so lucky to have her here at Carmel!"



Jenna Dougherty, Mobile Crisis Team, is an amazing coworker and teacher! She has proven just how great an asset she is both personally and professionally! "Thank you for all you do, Jenna!"



Elizabeth Young, Accounts Receivable Representative, has demonstrated a consistent, deep understanding of her role and has a strong skill set. Her clients speak so highly of her based on the great relationships she's built. "Elizabeth has shown the ability to make imaginative suggestions that have positively influenced our strategies and initiatives."



Haily Griesman, Patient Access Specialist, is an enthusiastic teammate and a huge asset for Same Day Access. Her knowledge of the workflows and systems is outstanding, and she always has wonderful ideas.



Liz Luksch, Crisis Care Coordinator, is an awesome teammate who always goes above and beyond to assist clients. She has a wealth of knowledge that has really helped improve our processes and client care.



Sean Taflinger, Residential Recovery Associate, has a deep passion for assisting current residents as well as a commitment to helping others enter Progress House.



Michael Smith, Supervisor Home and Community Based Services, is passionate in his work, and his dedication to his clients, staff and the community is unwavering. He is always ready to jump into action anytime he is needed.



Mary-Ivov Jackson, Patient Access Specialist, always goes above and beyond for her patients and team every single day! Her patients love seeing Mary. She makes sure the experience is as smooth as possible for the patients, and they always leave with a smile after talking with her.



Jessy Brown, Patient Access Specialist, is always ready to help out, answer any questions and support her team. Jessy brings a sense of humor to the daily work and is a joy to be around!



Jennifer Lawson, Team Lead, Certified Medical Assistant, has taken on her position with grace and amazing positivity. She is always leading with a smile and is quick to respond to questions and provide additional

information. "We are very fortunate to have her as part of our nursing team."



Staphany Santana, Community Engagement Coordinator, has proven to be an excellent partner in connecting stakeholders in our community to resources. A fantastic coach with a delightful sense of humor, she has played a key role in facilitating my smooth transition into this position. Working with her has been truly amazing!



Jill Condon, Nurse Practitioner Psychiatric, is a *huge* win for the Indiana School for the Deaf kids who we serve. Jill truly understands the nuances of Deaf mental health, and I am looking forward to bettering the lives of Deaf kids and their families under her care. Welcome, Jill!



Heather Smith, Direct Care Coordinator/Life Skills Trainer-Cluster, and **Kelly Lowe**, Life Skills Instructor-Deaf Services, both have been doing wonderful jobs with their clients in Deaf Services. They work well with coordinating with front desk staff and other staff in ensuring everything is in order for each of their respective clients! ■

CLEAR TALK

Teens & Drug use: What's normal?

EVERYTHING YOU WANT TO KNOW ABOUT TEEN MENTAL HEALTH, ALCOHOL & DRUG USE ... BUT ARE AFRAID TO ASK.

Date: Wednesday April 10, 2024
Time: 5:30-7:30 p.m.

Location: IU Health North
11700 North Meridian St. Carmel, 46032
First Floor Learning Center

Registration: <https://forms.aspireindiana.org/240425841349053>

QUESTIONS?

Send an email to Kama Grund at: kama.grund@aspireindiana.org



Welcome New Employees!

Maj Bippus

Community Health Worker
Indianapolis

Denise Brown

Certified Medical Assistant
Hoak

Lourdes Cruz

Patient Access Specialist
Indianapolis

Stacy Davis

Team Lead-Accounts Receivable
Administration

Jasmine Day

Patient Access Specialist
Indianapolis

Jerry Durham

Safety Coordinator
Administration

Christopher Gast

IT Support Technician
Administration

Garrett Gibson

Transportation Associate
Hoak

Melodie Howes-Blaze

Crisis Response Technician
Carmel

Gregory Krafft

Master's Level Staff Therapist
Elwood

Kimberly Martin

Wraparound Facilitator
Noblesville

Dalia Medina

Patient Access Specialist
Indianapolis

Ayreona Powell

Certified Medical Assistant
Indianapolis

Gary Tyler

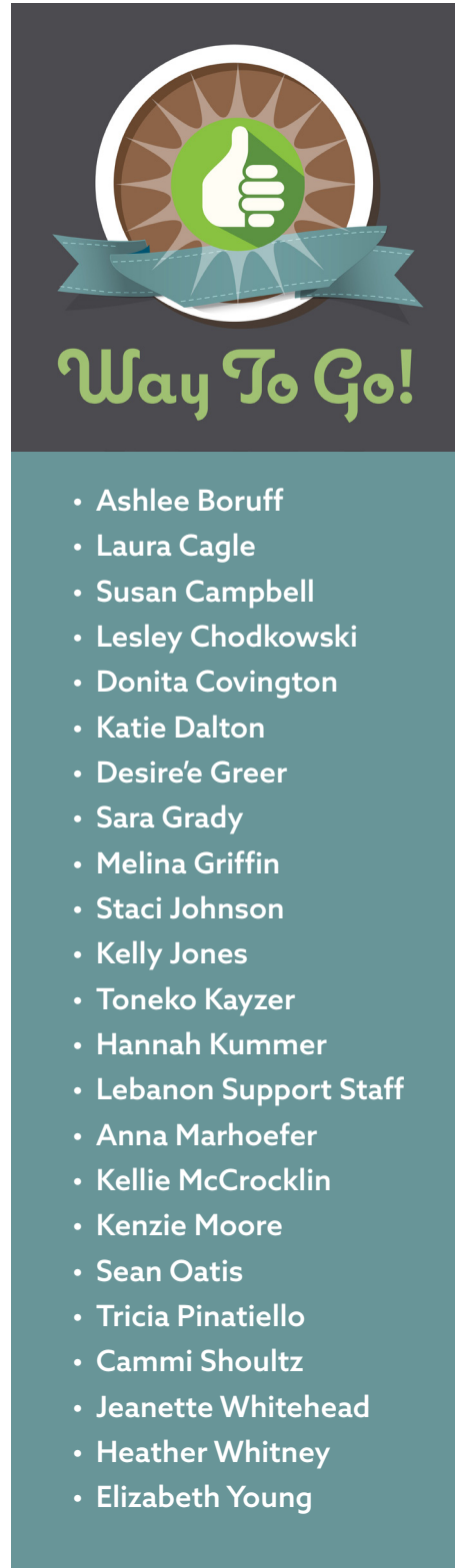
Grant Compliance Associate
Administration

Tiffany Whisner

Content Manager
Administration

Rachel Wootton

Patient Access Specialist
Elwood



Way To Go!

- Ashlee Boruff
- Laura Cagle
- Susan Campbell
- Lesley Chodkowski
- Donita Covington
- Katie Dalton
- Desire'e Greer
- Sara Grady
- Melina Griffin
- Staci Johnson
- Kelly Jones
- Toneko Kayzer
- Hannah Kummer
- Lebanon Support Staff
- Anna Marhoefer
- Kellie McCrocklin
- Kenzie Moore
- Sean Oatis
- Tricia Pinatiello
- Cammi Shoultz
- Jeanette Whitehead
- Heather Whitney
- Elizabeth Young

HOW TO USE SOLAR ECLIPSE GLASSES

(INDIANA DEPARTMENT OF
HOMELAND SECURITY)

Use your solar viewing aid properly to stay safe.

Read and follow the instructions that are printed on the glasses or filter, or that came in the packaging.

Inspect the aid before using it to make sure it is not scratched, torn, punctured or damaged in any way. If it is, throw it away and do not use it.

If you normally wear glasses, you can keep them on and put the aid over them.

Put the aid on before you look up at the sun, and look away from the sun before removing the aid from your eyes.

Adults: Supervise children at all times to make sure they are using the aid properly.

If you are in the path of totality: Remove the aid only when the moon completely covers the sun and it gets much darker outside. As soon as the sun begins to reappear, put the aid back on.

If you are not in the path of totality: Keep your aid on at all

Solar Eclipse Safety Tips

by Jerry Durham, Safety Coordinator



times when viewing the eclipse. There will not be a safe time to look at the sun without it.

REMOVING YOUR GLASSES: TOTALITY

Only when the moon completely blocks the sun (totality) can you look directly at the sun safely without viewing aids. If you are viewing the eclipse through your eclipse sunglasses, it will become pitch black when totality begins. At that time, you can remove your glasses and view the best part of the eclipse. But

keep your glasses nearby. When the time of totality ends, put your glasses back on.

Remember, you must not view the eclipse with the naked eye unless you are located in the path of totality, and only during the limited time that totality occurs in your location. Permanent eye damage, including blindness, may occur if you view the eclipse without eye protection during all other times of the eclipse.