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
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 YouTube 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

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
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.
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.

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.
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.
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.
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.
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.

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

Female 50.3%
Male 49.7%

Clients by Race

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

Age of Clients

17 and Under
18-24
25-44
45-64
65 & over

Boone Delaware Hamilton Henry Madison Marion Tipton Other

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 ....................................... $27,719,991

Future Growth before investment gains ............... $1,006,436
Charity Care and Allowance ................................ $7,499,836

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

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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
Aspiring with you, to be even greater

your gift makes a difference

"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
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