



Happy Accidents

Redeemar's career has been about happy accidents, helping others



Joyce Redeemar
General Manager, MBH

As Joyce Redeemar reflects on a varied career that has taken her from school bus driver to human resources officer to general manager of the new Mockingbird Hill, what shines through most is that her journey has been a series of what she calls "happy accidents" in which she found ways to help to others.

Just when it seemed a door closed for her, another would open up. After walking through it, Redeemar embraced that new experience — even if it wasn't the one she had originally planned on, finding ways to connect with others and be of service.

"I am a person who needs people," she says. "Some people are good working autonomously, and I can do that to a certain extent. But I'm not functioning at my highest level unless I'm helping others.

"I'm not intrinsically comfortable doing something on my own. It has to connect to a bigger picture."

For example, the general manager job at Mockingbird Hill was not the first position she applied for at Aspire"... or even the second"... or the third!

Redeemar originally applied for an HRIS analyst position. The interview process was positive and she loved everything she learned about Aspire, but didn't get the job. A year later, after reconnecting with a current employee who was part of her same college graduating class, Redeemar was encouraged to apply for a human resources generalist position, for which she was not hired. However, the human resources team recommended her for a recruiter position. After more interviews, the company hired people with more specific experience in recruiting.

But the managers all recognized Redeemar's enthusiasm and skill set, and were determined to find the right fit for someone who just had that "Aspire person" aura about her. While she was interviewing for a residential office manager position at Progress House, the opening for general manager at Mockingbird Hill was posted, and she was soon hired.

After three doors at Aspire that seemed like they might open for Redeemar, the right one finally did.

"I was floored at first," she says of her rather unique recruitment story. "But then I realized this was the path of the journey I'd been given."

As general manager, Redeemar will oversee all of the everyday non-clinical operations of the center, from orienting new residents to food service to

supervising all of the facilities staff. Mockingbird Hill opens in March and will eventually house 92 men in recovery from substance use disorder, creating approximately 40 new jobs in Anderson, Ind. The center is named after the site's history as a nationally famous Mockingbird Hill Park, a popular outdoor concert venue from the 1950s through 1970s.

Redeemar brings a wealth of qualifications to the position, with management and human resources experience at other healthcare organizations and nonprofits, including Planned Parenthood of Indiana/Kentucky and the Indiana Blood Center. She worked for many years at Indianapolis Public Schools and Washington Township Schools, starting out driving the school bus where she connected with an autistic student who became a favorite passenger. An opening in HR led her to return to school to build on her associates degrees in paralegal studies from Ivy Tech and general studies from Indiana University, earning a bachelor's in human resources and nonprofit management from IUPUI and a master's in human resources management from Indiana Wesleyan University.

A turning point came a few years ago when she made the decision to step away from full-time work to care for her father as he reached the end stage of a long decline in his health. Reentering the workforce meant taking a part-time temporary job at a nonprofit, which soon turned into a full-time HR position, and then another one.

Redeemar looks forward to interacting with the Mockingbird Hill residents and being a waypoint on

continued



Mockingbird Hill historical display

For the opening of the Mockingbird Hill Recovery Center in March, we have created a museum-quality installation that gives an overview of the grand history of the site as a nationally famous musical venue.

Call (765) 641-8231 or email mbh.info@aspireindiana.org to request a tour of the facility or inquire about applying for residency.

Aspire names three new Directors

Three people have been named to new Director positions, including promotions of two current Aspire Indiana Health managers.



Cathy Johnson has been named Director of People Operations, and will be taking on increased responsibilities in leadership development and internal process improvement for our people-related processes and systems. Cathy held director-level positions in human resources at two previous employers,

and will continue to report to Lise Ebert, Vice President of People Operations.



Kevin Sheward is expanding his role as a Director of Grants, Resource and Fund Development. This will include continued oversight of grant writing as well as stepped-up fundraising efforts and exploring other pathways to expanding revenue. He will still report to Jerry Landers, Vice President,

Strategy & Business Development.



Demetrius Dillard joins Aspire as the Director of Information Systems & Technology, coming to us from another Indiana health center system where he was a member of their executive leadership team. He will take over from David Speicher in overseeing all IT systems and staff in a realignment

that brings quality, client/patient outcomes, information and technology all in the same sphere under Jim Skeel, Chief Quality Officer.

Congrats to all three of these leaders!

Happy Accidents cont.

their own life journeys. She prides herself on being an approachable person and not judging others.

"We have to put back into the world what we want to get out of it. It can't be take, take, take. If you want the world to be a better place, you have to invest in it," she says.

"We as individuals are going to make mistakes. But in order for it to be better we have to give those second, third and four chances."



She's already had a chance to pass on a little of that luck-meets-opportunity to others, connecting with the restaurateur who had catered her wedding. He'd fallen on hard times during the COVID pandemic and had to close his restaurant, and Redeemar shared with him the food manager position at Mockingbird Hill. Now he'll be working alongside her.

With Aspire, Redeemar realizes she is standing on the threshold of her next happy accident.

"I learned a lot of things in all these roles. And I'm still learning, I'm still growing," she says. ■

unified

What is Unified Culture?

A unified culture is one in which a **diverse** set of people, who **share** a particular characteristic, have **equal** participation in the whole.

At Aspire Indiana Health, the top pillar of our values is PEOPLE and we define it as "passionately believing in people and embracing diversity."

By **embracing our differences**, unifying around our desire to make a difference, and ensuring equal participation in our health system, we are better able to accomplish our mission, 'Together... making health and well-being a reality!'



What is Aspire's Unified Culture?

This fiscal year, we set a goal to discover our unified culture through intentional conversations about our workplace culture. So far, this is what we have learned about ourselves and our culture through conversations with you:

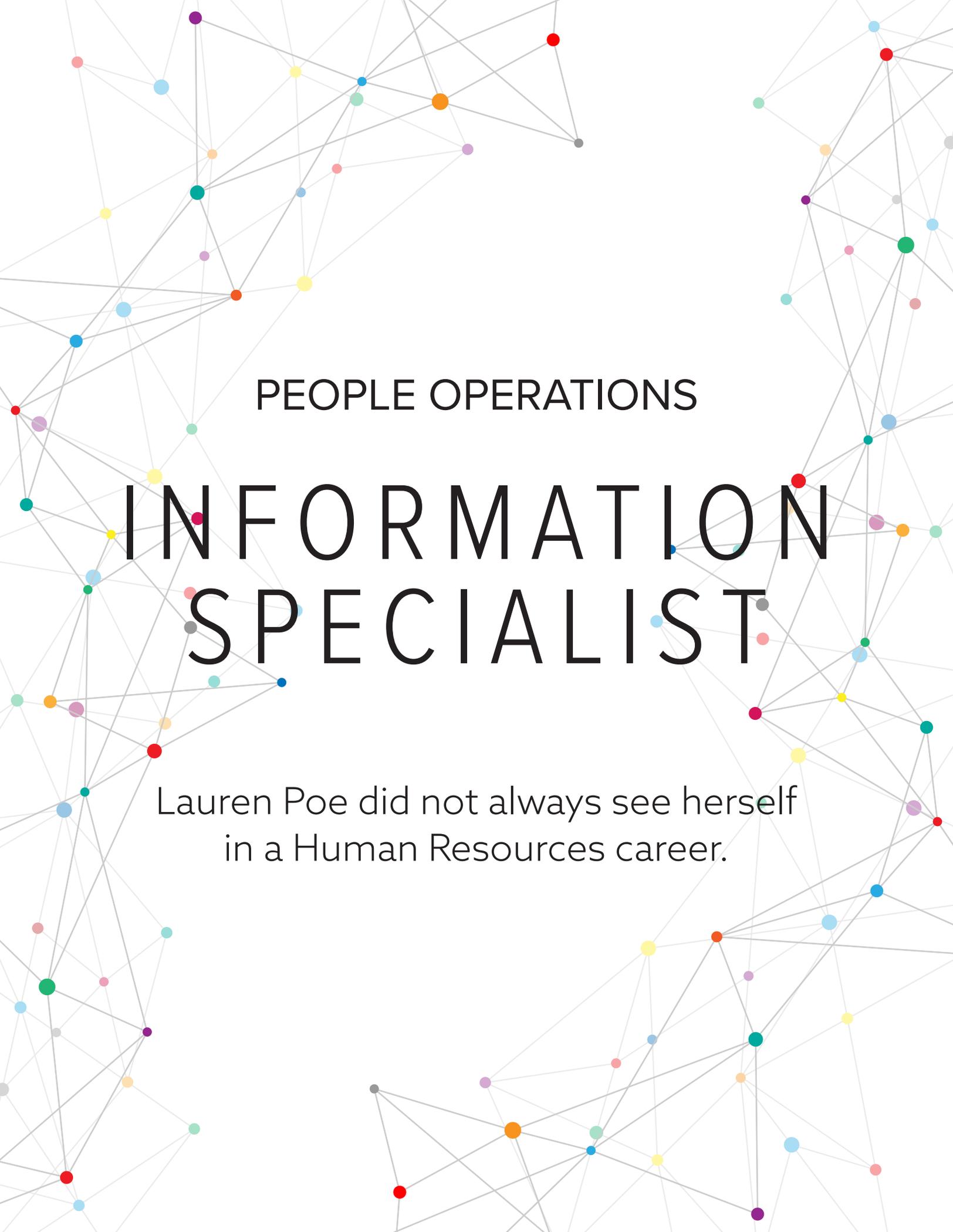
- ▶ Collaboration, connection and communication are the keys to our culture's well-being
- ▶ We value relationships more highly than tasks
- ▶ Caring for others comes naturally to us, but self-care must be intentional and relational
- ▶ We are our best selves when we are fully present, mindful and respect our differences
- ▶ Time pressures, tasks and metrics can become stressors that affect our sense of balance, well-being and being our best selves.

Help us become a culture that embraces diversity by becoming part of these conversations into 2021 and beyond!



UNIFYING OUR CULTURE

One of Aspire Indiana Health's major new initiatives for this year is promoting a Unified Culture. What exactly does that mean? Take a look at this literature we've produced to help us steer the way.



PEOPLE OPERATIONS

INFORMATION SPECIALIST

Lauren Poe did not always see herself
in a Human Resources career.

THROUGHOUT college she wanted to go into program planning and community well-being programs. When she started looking further into what she could do with her degree, she found herself in systems management. After earning her bachelor's degree in Public Health, she worked in recruiter process outsourcing, doing talent acquisition and recruiting. She also worked at Cummins Behavioral Health as an employment specialist.

Now, Lauren works at Aspire Indiana Health as a Human Resources Informational Specialist. Her job includes system implementation, working with different teams and brainstorming process improvements.



“My job is definitely not boring! I really enjoy being a part of several big scope projects and all of my day-to-day responsibilities.”

“My job is definitely not boring! I really enjoy being a part of several big scope projects and all of my day-to-day responsibilities,” Lauren says. She looks forward to improving current processes and overall system improvement.

Lauren is very passionate about Aspire and is happy with the career path she has chosen. She is also passionate about equity and human rights and marched in the Black Lives Matter protests in 2020. ■



Breaking ground in Noblesville

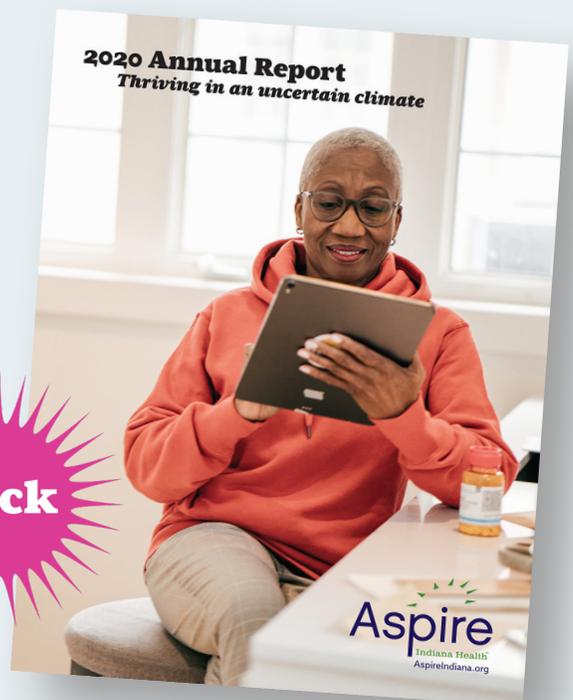
In March we broke ground on a \$6.9 million expansion and renovation of our Noblesville health center, which will nearly double the square footage.

Dignitaries included Noblesville Mayor Chris Jensen, Noblesville Chamber of Commerce President Bob DuBois and Aspire President and CEO Barbara Scott.



Aspire Annual Report now available

We are pleased to present our official Annual Report for the previous fiscal year, which shows strong financial and organizational growth despite the pandemic.



Lauren Dodd spotlighted as Local Health Hero

Lauren Dodd was spotlighted by the Indiana State Department of Health as their "Local Health Hero" for February. Here is their feature story:



Lauren Dodd, a hepatitis C navigator at Aspire Indiana Health, is our February local health hero. She is experienced in community outreach, syringe service programs, harm reduction, and case management skills. Being certified as a community

health worker and a chronic care professional has allowed her to become a leader in hepatitis C linkage to care.

Lauren said, "What brought me into the hepatitis world was working as a Certified Medical Assistant for Aspire's health clinic. We had our own telehealth program which our provider was able to treat the

client's hep C. I always found it very interesting and kept wanting to learn more. I did that job for about a year. Then I switched roles and became the Hepatitis C care coordinator for the ID team and have been in this role for about 15 months now." Her inspiration for this work is "getting out in the community and helping people who may not be aware of the resources the community has to offer."

Lauren said, "I aim to meet people where they are, and treat them with the respect I would show anyone else. I want my clients to have greater health outcomes and make sure to advocate for my clients. I love my role as a care coordinator. I get to meet incredible clients who have shown so much resilience after all they have been through. I am very fortunate to do the work I do and give back to the community that I grew up in."

Lauren's commitment to helping individuals in her community find treatment for their hepatitis C is truly admirable. ■

Aspire launches patient satisfaction surveys

How did we do ??? **Aspire**
Indiana Health

Aspire Indiana Health is committed to providing an outstanding level of care for all of our patients. As part of this commitment, we would like to ask for your feedback on today's visit.

Shortly after your visit, we will send you a brief survey via email. Please check with our staff to ensure that we have your current email address on file.

Completing the survey is your opportunity to tell us what we did well and where we could use improvement.

We value your input and look forward to hearing how we can better serve you!

www.aspireindiana.org

Surveys administered by Clinect Healthcare.

Aspire Indiana Health has launched patient satisfaction surveys in partnership with Clinect Healthcare. Shortly after their visit, patients will be emailed a survey to give feedback on their healthcare experience. It's part of Aspire's commitment to delivering extraordinary experiences to those we serve. The information gathered will help us find areas of improvement and highlight where we excel.

Please consider filling out the brief survey after your latest visit!

Welcome New Aspire Staff!

Laura Boneham
Staff Nurse
Noblesville

Teresa Bovee
Residential Office Manager
Progress House

Martina Cabell
Certified Medical Assistant
Carmel

Erick Chepkwony
Housing Coordinator
Carmel

Amy Corlew
Residential Recovery Technician
Mockingbird Hill

Donita Covington
Residential Recovery Technician
Mockingbird Hill

Molly Curran
Residential Recovery Coach
Mockingbird Hill

Kyle Denton
Infectious Disease Prevention Case Manager
Hoak Building

Demetrius Dillard
Director, Information Systems & Technology
Noblesville Admin

Trina Dixon
Residential Recovery Technician
Mockingbird Hill

Angela Domenech
State Hospital Liaison
Carmel

Hunter Fairholm
Life Skills Coach
Hartung

Mariah Flynn
DCS Recovery Coach
Willowbrook

Mari Isenberg
Wraparound Facilitator
Carmel

Catherine Ippolito
Front Desk Associate
Mockingbird Hill

Jennifer McClelland
Supervisor Supervised Group Living
May House

Joshua Olinger
Food Services Worker
Progress House

Michael Peak
Residential Recovery Technician
Mockingbird Hill

Daniel Quirk
Front Desk Associate
Progress House

Kathryn Siegel
IT Support Technician
Noblesville Admin

Mekenzie Sperber
School Based Therapist - Frankton Schools
School Based/Carmel

Brenda Turner
Employment Specialist
Carmel

Alex Valdez
Residential Recovery Coach
Mockingbird Hill

Kevin Wiggins
Support Associate
Willowbrook



We serve all. We hire all. We accept all.

TOP 5 HOTTEST JOBS!

- ▶ Peer Specialist
- ▶ Care Coordinator/Life Skills Instructor - Youth & Family Home & Community Based Services
- ▶ Care Coordinator/Life Skills Instructor - Adult Home & Community Based Services
- ▶ Certified Medical Assistant
- ▶ Support Associate



Are you graduating college in May with a degree in social work or similar field and looking to make an impact in Marion County?

Our Home and Community Based Services team has openings for home-based therapists, Care Coordinator/Life Skills Instructors and DCS recovery coaches.

Check out our Careers page for opportunities, send an email to us at careers@aspireindiana.org to start a conversation or text **ASPIRE to 89743** to chat about open jobs!

To view all of our job openings, [click here](#).