

**Aspire Health Partners**  
**Community Health Needs Assessment Annual**  
**Summary Report**  
**Calendar Year 2020**

Outcome Goals					Outcome Measurements		
CHNA Priority	Aspire Value Driver	Outcome Statement	Strategic Goals	Outcome Metrics	Year 1 Baseline	Year 2 Outcome	Year 3 Outcome
<b>Access to Care</b> Substance Abuse Drugs/Alcohol	Stakeholder & Consumer Loyalty	Aspire will increase and improve access to Substance Abuse treatment using technology.	Aspire will optimize stakeholder and consumer satisfaction	Telehealth will expand throughout Aspire's continuum of care	<b>2036 services</b>	<b>172,725 services</b>	
<b>Comments</b>	Aspire has quietly, safely and rapidly expanded its telehealth capability during Calendar Year 2020. This exponential growth of telehealth represents the most significant technological project Aspire has ever undertaken. Moving forward, Aspire will continue to more deeply integrate services Aspire-wide.						
<b>Access to Care</b> Lack of Providers Substance Abuse Providers and Resources	Workforce Development	In the three years Aspire will increase access to substance abuse treatment through additional training for providers	Aspire will attract and retain top talent	Aspire will establish career pathways for multi-disciplinary providers	<b>75%</b>	<b>83%</b>	
<b>Comments</b>	Aspire has expanded its design and professional staff participation in clinical, medical, business and leadership curriculum. Training compliance rates have increased by 11% from the baseline year. Aspire will continue to focus on enhancing clinical and medical pathways and professional trainings in rapid response to addressing psychiatric, co-occurring and substance abuse high risk populations.						
<b>Quality of Life</b> Mental Health Lack of Services and Providers	Excellence	Over the next three years Aspire will increase access to Mental Health care by increasing service lines that integrate physical and behavioral health to enhance consumer well being	Aspire will be the company of choice for behavioral healthcare	Aspire will identify partners and services that allow growth and service enhancement for integrated services	<b>15,987 calls</b>	<b>78,404 calls</b>	
<b>Comments</b>	To aid in the response to COVID 19, Aspire created a Call Center. Teams throughout Aspire's intake system worked to design, create and launch a central hotline for all Aspire services. Aspire also launched several tools for the teams answering calls to provide greater reporting, visibility, and efficiency for handling the call volume. The creation of the Call Center in Calendar Year 2020 has allowed Aspire to increase call response volume by 490% and to become the main referral source for Central Florida United Way/211 for behavioral health services. Aspire also brought on primary care providers to begin the integration process.						