



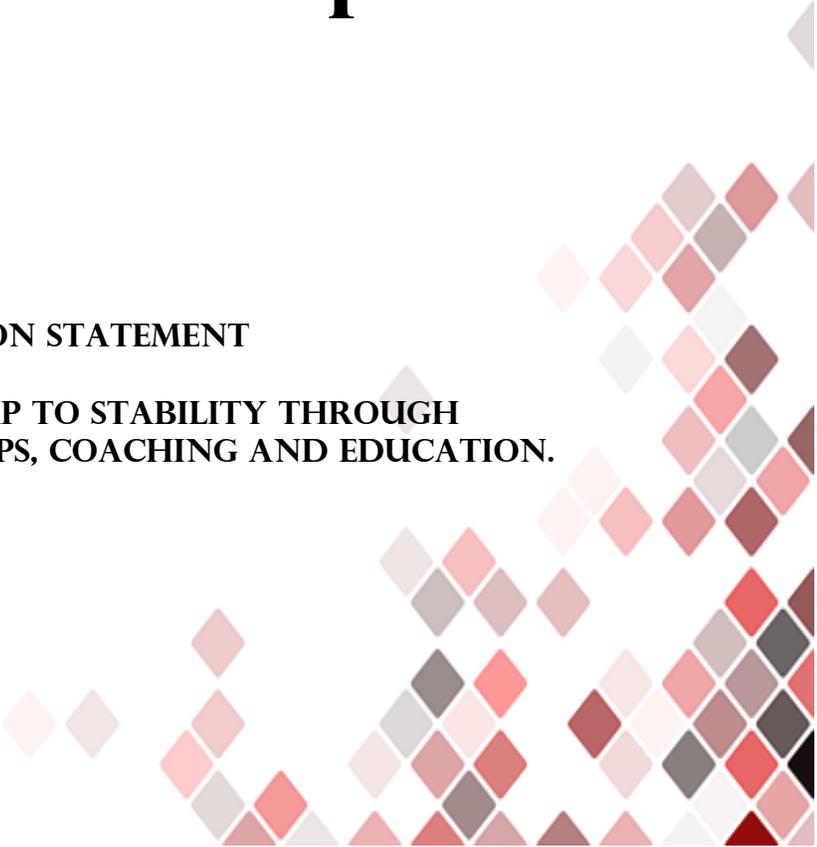
PEOPLE HELPING PEOPLE ■ COMMUNITY ACTION



2019 Annual Report

MISSION STATEMENT

**BRIDGING THE GAP TO STABILITY THROUGH
THRIVING PARTNERSHIPS, COACHING AND EDUCATION.**





A letter from the Board President Michele Yerges

As I sit and write this from the seclusion of my home and watch the news reports covering this pandemic, I think about all of those on the front lines of this current crisis we find ourselves in. I hope that all of you consider yourselves a part of that group of individuals. As service providers and those working with children and families, you are the glue that holds communities together. Not just during catastrophes or nationwide disasters, but day in and day out; during good times and bad. Each of you has shown resiliency and grace as you try to navigate unexpected working environments and juggle new responsibilities with caring for loved ones, all while continuing to assist others with the same level of thoughtfulness and care that you always have.

In the nearly 14 years I have been associated with Human Services, Inc. in one way or another, I have seen it evolve and change in so many ways. One thing has remained constant, however – the hearts of those who work there and truly wish to be a positive force in the lives of others. More than just the services and financial assistance you provide, you are there to offer support and guidance as well as a sounding board and shoulder to cry on for the troubled. You push aside your own stresses and problems and put a smile on your face to give hope to others. Never forget that your job is not just teaching, advocating, or caring for our little ones; your profession is making people's lives better and what you do is significant!

I am honored to be your Board President and to play even a small role in the very large impact Human Services, Inc. has in our communities. Know that regardless of whether or not you are recognized in the news or even shown the appreciation you deserve from those you assist, you make a difference and what you do makes this world a better place.



A letter from the Executive Director Donna Taylor

It is always difficult to reflect back on what transpired in the previous year. Typically we are concentrated on moving forward, changing, adapting, growing and most important, serving those in need through-out our communities. It is both motivating and inspiring to see the impact we have made on so many individuals and families over the course of the year. Taking time to relish in the successes, the triumphs, and the achievements made by those we serve and realize that we were part of those accomplishments is as important as the work itself.

2019 brought other realizations as well such as the implementation of a 401(k) matching retirement program for employees, the minor construction renovations at two (2) locations, the consolidation of insurance policies resulting in agency savings, several new grants were implemented, two (2) vehicles donated which will generate proceeds to help fund a vehicle repair program, four (4) houses donated to offer affordable housing to those participating in our coaching programs, outdoor play area for children was donated and vital local funding that assists in supporting our mission was increased through-out our service area.

Now onto our most significant resource...our employees. Without your dedication, compassion, motivation and inspiration Human Services, Inc., our participants and our communities would be less than they are. A profound Thank You! I am honored to be a small part of this incredible team.

In closing, lets not forget the support of our partners, our funders and our donors that truly make our work possible. Together, we are a strong voice for our communities.



The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Board of Directors

Board Officers

Michele Yerges, President - Bartholomew County
Nathan Haza, Vice President - Bartholomew County
Pamela Weakley, Treasurer - Shelby County
Linda West, Secretary - Shelby County

Board Members

Rebecca Bujwid - Jackson County	Andrea Munn - Johnson County
Jessica Curd - Decatur County	Danielle Nickerson - Bartholomew County
Andrew Eads - Shelby County	Brenda Ragel, Johnson County
Amanda Land - Decatur County	Elaine Sebastian - Decatur County
Myra Mellencamp - Jackson County	Lydia Wales - Johnson County
Lin Montgomery - Jackson County	

Policy Council Liaison

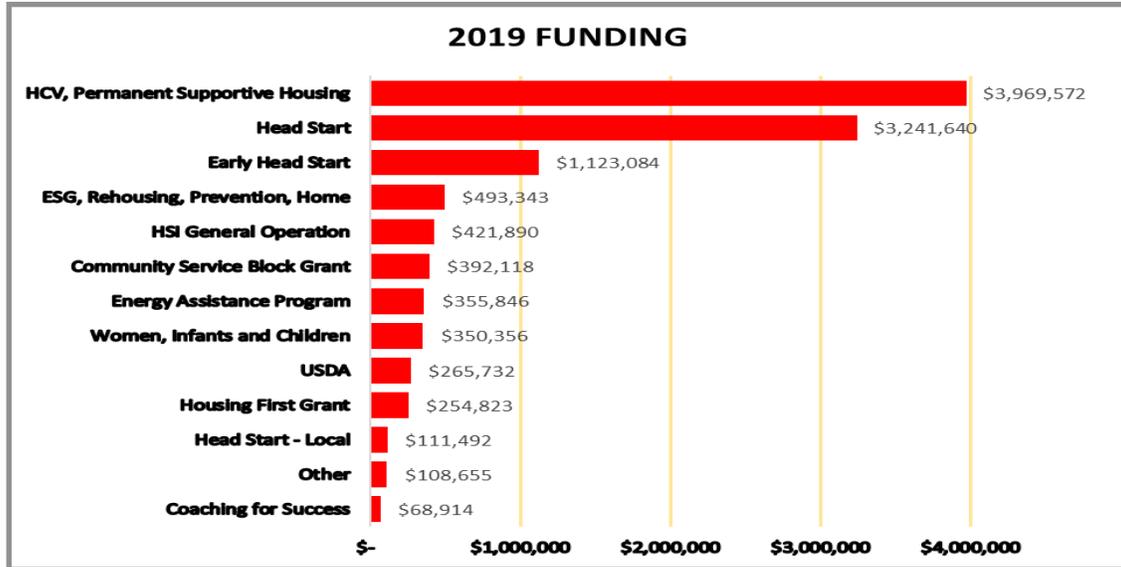
Judy Posz

Agency Programs

Coaching For Success, Bartholomew & Jackson Counties	Housing First Program *
Early Head Start, Bartholomew & Shelby Counties	Infant Care Pantry, Johnson & Shelby Counties
Energy Assistance Program (EAP) *	Permanent Supportive Housing, Bartholomew County
Food Pantry / TEFAP, Decatur & Shelby Counties	Rapid Rehousing *
Fatherhood Program *	Route 21, Bartholomew County
Head Start *	Salvation Army Extension, Jackson County
Health Assistance, Jackson County	Small Business Revolving Loan *
HOME (Tenant Based Rental Assistance) Grant *	Weekend Warrior Food Program, Decatur & Jackson Counties
Horizon House Emergency Family Shelter, Bartholomew County	Wheels to Work, Bartholomew County
Housing Point Transitional Apartments, Bartholomew County	Women, Infant, Children (WIC), Brown, Decatur & Shelby Counties
Housing Choice Voucher (HCV) Program *	

**Denotes that program is provided in all counties we serve*

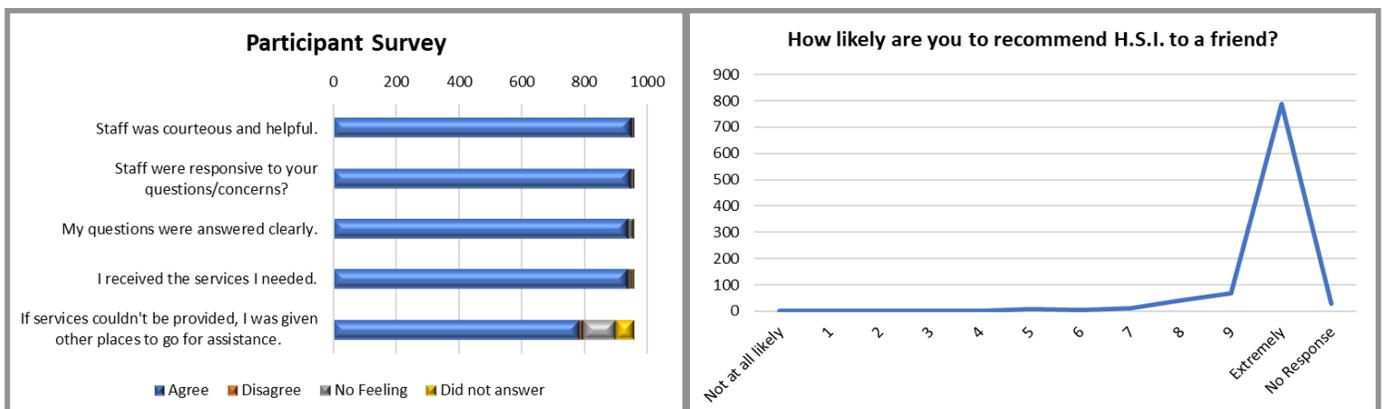
Financial Highlights



Program Highlights for 2019

- 8,319 households assisted
- 18,507 individuals assisted
- 5,286 individuals assisted who are disabled
- 5,200 senior citizens received services
- 6,369 individuals assisted who are children
- 3,042 individuals are at age 65 or above
- 4,503 single person households
- 1,713 individuals had no health insurance
- 1,911 households own their home
- 4,913 households had incomes at or below 100% of the federal poverty guidelines
- 4,851 households obtained non-emergency LIHEAP energy assistance
- 16,794 participants obtained health care services for themselves and/or family member(s)
- 11,694 referrals for services were made
- 35,376 hours were donated by volunteers to the agency
- 122 participants were unemployed and obtained a job
- 20 participants achieved living wage employment or higher
- 101 participants employed increased their income through wage, hours or benefit increase
- 112 job placements were achieved
- 172 participants received budgeting, credit management, credit repair or credit counseling
- 47 participant saving accounts were started
- 40 individuals increased their savings
- 856 individuals received rent or mortgage assistance
- 599 parents/caregivers improved their home environment
- 762 households maintained safe and affordable housing

Participant Survey Results



Participant Success Stories



George is a disabled veteran who is an active Coaching For Success (CFS) participant. When he first arrived at the office, he was homeless living out of his car with his two service animals and a puppy. He was living on limited income from a VA benefit and was struggling to find affordable housing.

George was accepted into the CFS program on 7/16/2019 and was able to secure permanent stable housing. He was assisted with four (4) new tires for his car allowing him transportation needed to travel to medical appointments and local providers for additional assistance. George was also involved in an incident in Jennings County during this time. CFS was able to provide legal assistance to drop the charges in which he was wrongfully accused.

In November, George was approved for Social Security Disability benefits. He started receiving benefits along with back pay in January. He was able to use the increase to pay off his credit card debt, purchase a deep freezer to stock up on groceries, have his dogs microchipped, neutered and updated on their shots and have his car repaired through our mechanic partner at a discounted rate.

George's rent is now less than 30% of his gross monthly income. He will continue to work on credit repair to increase his credit score in order to receive a VA mortgage loan in which he was pre-approved. Once he completes this step, George plans to purchase a home and achieve his goal of home ownership.

"Though no one can go back and make a brand new start, anyone can start from now and make a brand new ending." - Carl Bard



Brooke was homeless after a period of drug use. She had her parents to help with her boys ages 8 and 11. Her youngest son is autistic and non-verbal, which produces unique challenges. He does not go to traditional public school but is enrolled in a private school for autistic children. Brooke is required to provide transportation to and from school daily for her son and doesn't have her own transportation and relies on family to make sure her son gets to school. While homeless, she was fortunate that her parents and grandparents were willing to assist Brooke with transportation.

Brooke was employed at Sans Souci when she was chosen from the coordinated entry list. She was in the process of obtaining several services offered through Bartholomew County United Way. She worked with a financial coach, life coach, wellness coach and was receiving therapy with Centerstone. Brooke needed a stable residence where she and her boys could be a family and Brooke could concentrate on getting her life back in order after drug usage tore her family apart.

The Rapid Re-housing (RRH) program through Human Services, Inc. assisted Brooke in applying at a local apartment complex. Her application was approved, and through rental assistance provided by the RRH program, she was able to move into a two-bedroom apartment with her children. Brooke pays rent based on her income and is responsible for her own utilities which she pays monthly. She has worked hard with her financial coach to set up a budget that she is able to maintain. Brooke was able to save money and set up a Christmas fund to buy presents for her children. She continues to use her grandmother's car to transport her youngest son to and from school. Brooke and her financial coach have developed a plan for her to purchase her own vehicle when she receives her tax refund check.

Brooke applied at Columbus Housing Authority for income based housing assistance to prepare for life after RRH assistance would no longer be available. She recently was approved for Section 8 assistance. This assistance will begin when Brooke's current lease expires. She is hoping to rent a house next door to her parents. This will give Brooke the extra support she needs for her continued sobriety and the care of her children.

Grantors and Funders

Decatur County United Fund
Indiana Housing & Community Development Authority
Indiana State Department of Health
Jackson County United Way
Shelby County United Fund
United Way of Bartholomew County

United Way of Johnson County
U.S. Department of Agriculture
U.S. Department of Energy
U.S. Department of Health & Human Services
U.S. Department of Homeland Security
U.S. Department of Housing & Urban Development

Platinum Circle Contributors \$5,000 and above

First Baptist Church Seymour
First Presbyterian Church Columbus

The Cummins Foundation
Treasurer Shelby County

Gold Circle Contributors \$2,000—\$4,999

ABATE of Indiana
Blue River Foundation Shelbyville
Empty Bowls Committee
Immanuel Lutheran Church Seymour
St. Bartholomew Catholic Parish Columbus

St. Peter's Lutheran Church Columbus
The Kroot Corporation
Toyota Material Handling Inc.
Walmart Foundation

Silver Circle Contributors \$1,000—\$1,999

Evangelical United Church of Christ Shelbyville
First Presbyterian Church Seymour
First Presbyterian Church Shelbyville
Heritage Fund The Community Foundation of Bartholomew County
Kocolene Marketing LLC
Marian Inc.

Mark and Wendy Elwood
Mary Marg Karty
Napoleon State Bank
Southern Roofing Inc.
St. Paul Lutheran Church Seymour
Tsutomu and Jennifer Ehara

Bronze Circle Contributors \$1—\$999

Aton's Self Storage
Barbara Elkins
BHI Senior Living Inc. Four Seasons Chapel
Colin and Linda Scheidt
Columbus Sunrise Rotary Club
Constance and Terry Marbach
Coriden Glover LLC
David and Angela May
David and Wilma Doup
Dawn Horn
Dolores Burgeson
Donald and Diane Michael
Donald and Lucy Harvey
Donald and V Diane Michael
Douglas and Rebecca Bell
Edward and Margaret Parker
Ernest and Judy Lifferth
Excel Manufacturing
First Bank Richmond
First Baptist Church Greensburg
First Presbyterian Church Greensburg
George and Eva Muntean
George B Bayless
Girls Inc of Jackson County

Greater Seymour Trust Nellie Kloeker Fund
Greg and Peggy Scherschel
Gregg and Judith Summerville
HK Auto Repair Center
Holy Trinity Lutheran Church Greensburg
Jackson County Bank
James and Mary Henderson
James Frankiewicz
Jeff and Margaret Idlewine
Jim and Lisa Spray
Joan Miller
John and Helena Sharpnack
Joli Rentals
Kenneth and Beverly McDermott
Kenneth Dunn
Kevin Preuss and Lisa Duret
Kinney Paper and Chemical Co.
Land O'Lakes Foundation
Madonna Yates
Marlin and Beverly Moore
MG and PS McGill
Mike and Donna Keogh
Nading Mechanical Inc.

New Life UMC of Shelby County
Patricia S Cooper
Premier Companies
Ramon Hass
Rebecca M Stenner
Richard and Alice Johnson
Richard and Joyce Fleck
Richard and Susan Miller
Ronald Zimmerman
Sandcreek Township Trustee
Seymour Kiwanis Club
Shelby County Division of MIBOR
Shelbyville Kiwanis Club
Shelbyville VC Aktion Club
St Catherine of Siena Parish Greensburg
St Joseph Catholic Church Shelbyville
St Mary's Ladies Auxiliary Millhousen
Swadesh and Sarla Kalsi
The Gap Foundation
V Johnson and J Waltermire
Westport Kiwanis Club
William Jones MD
Zion Lutheran Church Seymour

HSI Local Programs Sponsored in part by:

Blue River Community Foundation
Centra Foundation
Community Foundation of Jackson County
Decatur County United Fund

Decatur County Community Foundation, Inc.
Heritage Fund
Jackson County United Way
Johnson County Community Foundation

SCUFFY
United Way of Bartholomew County
United Way of Johnson County

It is the policy of Human Services, Inc. to comply with all State and Federal regulations prohibiting discrimination on the basis of race, sex, age, color, religion, national origin, disability, ancestry, veteran status, or any other protected category within our programs, employment practices and access to facilities.