



2020

Annual Report

MISSION STATEMENT

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

A letter from the Board President Michele Yerges



Agency Staff, Volunteers, fellow Representatives of the Board and Community Members,

The past year has been challenging for everyone; some more than others, but no matter to what degree, each and every one of us felt the effects of this pandemic and its seemingly endless ripples. Never before in our lifetime has one, singular thing impacted the entire World at once. As with most tragedies or events of a certain magnitude, it brought out both the good and bad in us. I am proud to say that, in you, I only saw the good. I saw resilience, adaptability, patience, generosity, empathy, love and more. You brought your best each day to make it through. I know for myself and many of you, at times it felt as though “making it through” was all we could do in the face of such challenges, sadness and fear. As we slowly begin the process of closing this chapter in our history, we must stop and ask ourselves what we have learned from this. Did we learn that we have strengths beyond what we previously thought? Did we learn that we can reach beneath all the frustration to find just a little more patience than we knew we had? Did we embrace that sense that we should not take for granted this life which is so precious and fragile or the conveniences which we have come to expect? It is hard to write a letter remarking on the agency’s growth and progress over the past year without talking about what a crazy year it has been and one that we never saw coming. I hope another thing we all take away from this is to remember that, in order to be successful, we must always remember two things above all else: 1. Be prepared for anything and 2. Be willing to adapt and change in any situation.

Thank you all for having the willingness and ability to do both of those things and for ALWAYS making this agency and the communities it serves successful!

With sincerest appreciation,
Michele Yerges

A letter from the Executive Director Donna Taylor



It is true that 2020 has been an extremely trying year for all of us, our families, our participants and our communities which have been negatively impacted with distress, anxiety, hardship, and isolation. However it is also true that we experienced comforting, understanding, gratitude, encouragement, and resolve; it is with the later that I will focus my attention on.

Human Services, Inc. provided more than 25,000 personnel protective equipment items to our health departments for first responders and health professionals as needed and was able to assist and provide when supplies were scarce. We applied for and received numerous local, state and federal funding and grants to provide emergency assistance for those impacted by COVID-19. We thought outside the box, utilized technology to enhance communication, streamlined processes and quickly figured out how to continue to provide all services to households in need with no diminishment in any programming. At a time when we were needed most we were there to changes lives, embody the spirit of hope and improve our communities.

Participants, community partners and funders were accommodating, understanding and resourceful which all positively impacted the results of our work. It is worth saying that we could not have been as successful without these three groups however success could not have been achieved without the dedicated, caring, resilient employees of Human Services, Inc. It is worth saying that each of you should be proud of the difference that you made and continue to make.



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

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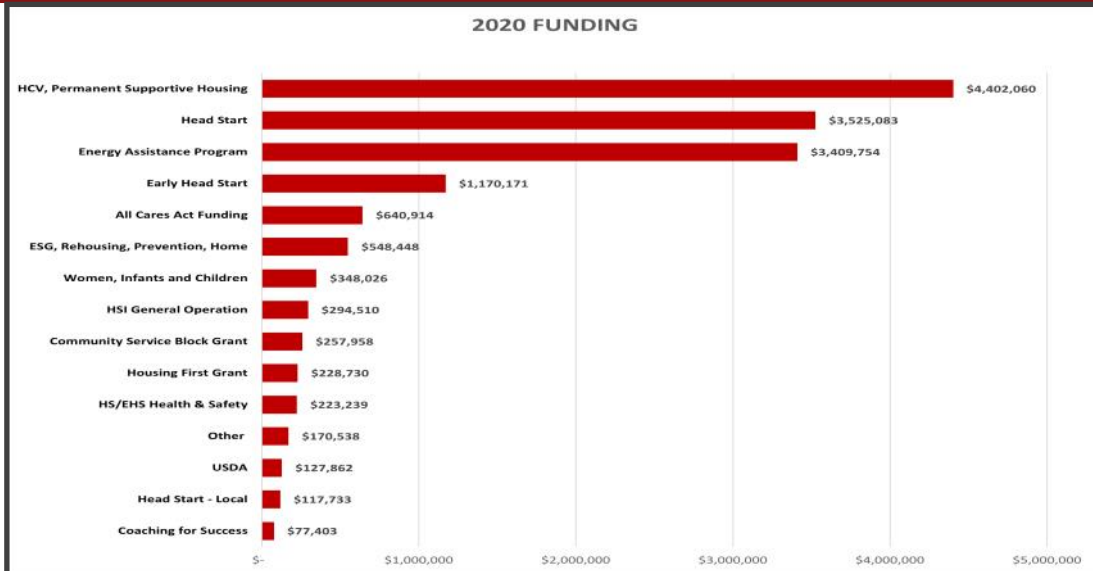
Judy Posz

Agency Programs

Coaching For Success Bartholomew & Jackson Counties	Housing First Program *
CSBG COVID-19 CARES Act Programs *	Infant Care Pantry Johnson & Shelby Counties
Coordinated Entry *	Permanent Supportive Housing Bartholomew & Jackson Counties
Early Head Start Bartholomew & Shelby Counties	Rapid Rehousing *
Emergency Food & Shelter Program Decatur & Johnson Counties	Salvation Army Extension, Jackson County
Energy Assistance Program (EAP) *	Small Business Revolving Loan *
Food Pantry / TEFAP Decatur & Shelby Counties	TANF Re-Housing Program *
Head Start *	Tenant Based Rental Assistance *
Health Assistance, Jackson County	USDA Food Program *
Horizon House Emergency Family Shelter Bartholomew County	Weekend Warrior Food Program Decatur & Jackson Counties
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*

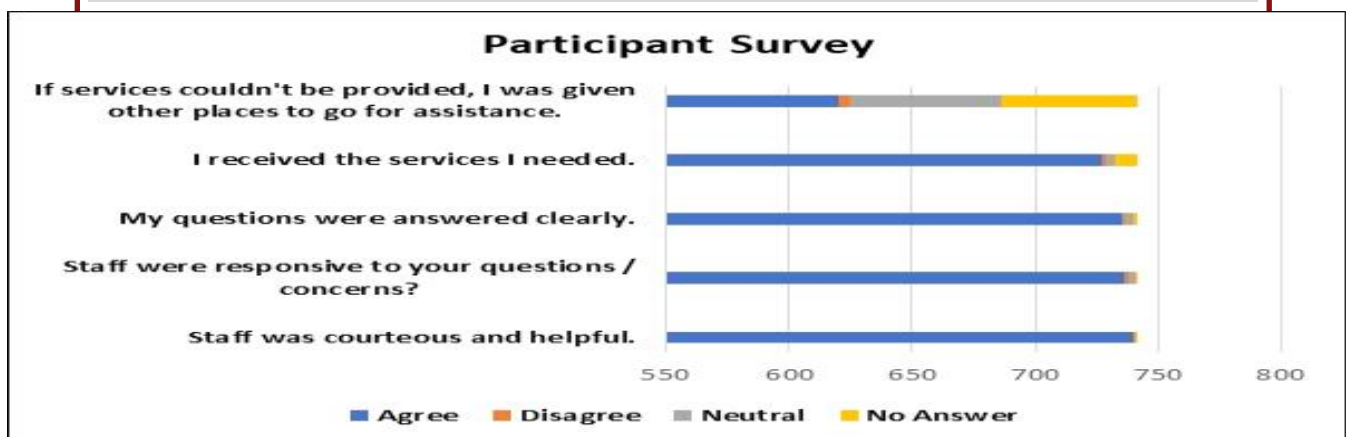
Financial Highlights



Program Highlights for 2020

- 7,605 households assisted
- 17,623 individuals assisted
- 3,333 individuals assisted who are disabled
- 4,129 senior citizens received services
- 5,811 individuals assisted who are children
- 2,862 individuals are at age 65 or above
- 4,111 single person households
- 6,168 individuals had no health insurance
- 1,875 households own their home
- 4,502 households had incomes at or below 100% of the federal poverty guidelines
- 4,127 households obtained non-emergency LIHEAP energy assistance
- 1,192 participants obtained health care services for themselves and/or family member(s)
- 13,273 referrals for services were made
- 12 hours were donated by volunteers to the agency
- 259 participants were unemployed and obtained a job
- 72 participants achieved living wage employment or higher
- 16 participants employed increased their income through wage, hours or benefit increase
- 52 job placements were achieved
- 263 participants received budgeting, credit management, credit repair or credit counseling
- 258 participant saving accounts were started
- 263 individuals increased their savings
- 2,545 individuals received rent or mortgage assistance
- 357 parents/caregivers improved their home environment
- 1,128 household maintained safe and affordable housing

Participant Survey Results



Participant Success Stories



Karla was living in a home, owned by her father, that was pending being condemned. Karla's father was residing in a nursing home at the time, for health reasons. Karla was on the verge of facing homelessness with her young child and teenage brother whom she was caring for. To prevent this, Karla applied for and was approved to move into one of the agencies Permanent Supportive houses. While in the program Karla also utilized other internal resources Human Services, Inc. had to offer, such as the Energy Assistance Program, Head Start, Coaching for Success Initiative, and the Permanent Supportive Housing Program.

During this time, Karla also met her future husband David, and they had a child together. David was able to improve his employment, working as a delivery person for the local Coca Cola warehouse, by accepting a job with the State of Indiana driving an asphalt truck making \$27 an hour.

Karla, who had been working as a home health aid, was also able to improve her employment status by obtaining a job in the school system working as a teacher's aid at her children's school. Together, the couple worked hard and started saving money for a down payment on a home.

While in the program and after improving their employment, Karla and David married. David legally adopted Karla's oldest son. David also fought and won a lengthy custody battle to obtain sole custody of his daughter. The family was also able to clear and address their credit card debt. After approximately 7 years into the Permanent Supportive Housing Program, with coaching and commitment, David and Karla achieved their goal and purchased their first home together. The family had gone from facing potential homelessness, to proud homeowners during their time in Human Services, Inc.'s Permanent Supportive Housing Program.

"Believe you can and you're halfway there" - Theodore Roosevelt



Catlin was a pregnant mother of three children, working two part-time jobs making minimum wage, trying to make ends meet. Although she was legally married, she had been separated from her husband for 2 years, after he was in and out of jail and rehab several times over the course of their marriage. Catlin's criminal background included multiple felonies and misdemeanors, from when she was in active addiction. She was on probation from a domestic violence situation. Catlin, along with her children, was living in a home that should have been condemned. It was cockroach infested and had multiple other issues. She was several months behind on rent, her gas service had been disconnected, and her electric was in threat of being disconnected. Catlin had no form of transportation, which forced her to walk everywhere. Her childcare was inadequate. Catlin also needed dental work, due to genetics and past addiction history.

Catlin was accepted into the Coaching for Success program in February of 2019. Human Services, Inc. was able to assist with restoring the gas and preventing disconnection with the electric. Coaching for Success was able to assist with the electric and water utilities bringing her to a zero balance.

DJ was a single father of a son from a previous relationship, and soon to be father of Catlin's unborn child. His parents were not involved in his life. His mother sent him to Mexico as a child, to live with his father. In this process, his birth certificate and Social Security card were lost. Due to the loss of these documents, he was unable to obtain a photo ID, Driver's License, or find legitimate employment. He was staying with someone in a house next door to Catlin. This allowed him to assist with the children when needed. He started staying with Catlin once their baby was born. DJ was accepted into the Coaching for Success program soon after Catlin in April of 2019.

Catlin, DJ and their five children moved into Coaching for Success housing in May of 2019. During this time, they both started employment with a Coaching for Success partner, Excel Manufacturing. They worked opposite shifts to reduce the need for childcare. A family friend assisted with the children as needed. Catlin and DJ were able to open checking and savings accounts, pay off debt, and repair their credit. They each started a 401k through their employer. DJ obtained his birth certificate, Social Security card, Driver's License, health insurance, and his GED/HSE. Catlin was able to take care of her needed dental work. She also completed her probation. Catlin's divorce was finalized with her being granted full custody of her children. DJ and Catlin purchased a car with their own money. This eliminated the need for Coaching for Success to assist with bus passes. The family became proud homeowners in November of 2020 and graduated from the program in December.

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

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First Financial Bank

First Presbyterian Church of Columbus
Precision Tools Service Inc.
St Peter's Lutheran Church of Columbus
Treasurer Shelby County

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

Central Credit Union
Decatur County Community Foundation
Empty Bowls Committee
First Baptist Church of Seymour
First Presbyterian Church of Shelbyville
Immanuel Lutheran Church of Seymour

Mary Marg Karty
Robert R and Joanna L Myers
St Bartholomew Catholic Church of Columbus
US Union Savings Bank
Walmart Foundation

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

ABATE of Indiana
Cara Bywater
Columbus Regional Hospital
Edward and Margaret Parker
Grammer Logistics, Inc.
Greater Seymour Trust Fund
Heritage Fund The Community Foundation of Bartholomew County

Jackson County Bank
Kocolene Marketing LLC
Michael G McGill
Napoleon State Bank

Bronze Circle Contributors \$1—\$999

BHI Senior Living Inc. Four Seasons Chapel
Brenda Pitts
Brown County Lions Club
Cameo Room Salon
Columbus Lions Club Inc.
Davies H Baterton
Dolores Burgeson
Donna McIntosh
Excel Manufacturing Inc.
First Baptist Church of Greensburg
First Presbyterian Church of Greensburg
George Bayless
Holy Trinity Lutheran Church of Greensburg
James Frankiewicz
Joan T Miller
John and Helena Sharpnack
Judith K Johnson

Kingston Presbyterian Church of Greensburg
Kiwanis Club of Shelbyville
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RushShelby Energy
Shannon Burford
Sharon Winslow
Shuck Financial Services Inc.
St Joseph Social Club of Shelbyville
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United Methodist Women of Nashville

HSI Local Programs Sponsored in part by:

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Centra Foundation
Community Foundation of Jackson County
Decatur County United Fund

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

SCUFFY
United Way of Bartholomew County
United Way of Johnson County

Thank You For Your Support

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, veteran status, or any other protected category within our programs, employment practices and access to facilities.