

PEOPLE HELPING PEOPLE ■ COMMUNITY ACTION



HUMAN SERVICES INC.

2022 ANNUAL REPORT

MISSION STATEMENT:

**Bridging gaps to stability
through coaching, education and partnerships.**

A letter from the Board President

Michele Yerges

HSI Staff, Board of Directors, Community Members and Partners,

As I prepare to be sworn in for another term as Board President, I am struck by just how quickly time can fly, and not just when you're having fun! Time passes and we all age and grow, sometimes too quickly and other times maybe not quickly enough. Either way, it passes just the same. The best we can do is to roll along with it in the good times and the bad, remembering that there is balance in everything. We should cherish the good times and not be overcome by the bad, knowing that this too shall pass.

With this letter, I want to mostly say thank you. Thank you to agency leadership, all those who have taken on leadership roles during these changing times and to all who show up each and every day to give your best, impacting the lives of the individuals, families and children we serve. Some of you are veterans to this agency while others are new, but each of you has shown a commitment to the vision and goals of Human Services, Inc. Every single one of you has had a hand in making this agency what it is today.

My involvement with HSI goes back many years, 18 to be exact. In that time I have served in many roles and been involved at many levels, the one thing I can say for sure is that Human Services, Inc. today is the best version of itself I have seen. It has not been easy to come this far or to have overcome some of the challenges the agency has faced but through the hard work and dedication of the STAFF of HSI working tirelessly to make things better day in and day out for those we serve, through the dedication of our Board of Directors, through our community partners who help support us in our mission, we have made a difference and are stronger today. As each of you rise to the occasion, it is that which has had the biggest impact on our success; when the bar is raised, you step up to meet it and it shows.

I am so proud to be a part of HSI and to have had the privilege of serving along side so many loving, caring individuals who have made it their jobs, quite literally, to make the world a better place to be. I cannot thank you all enough for what you have done to bring this agency to where it is today and where it is going. I do genuinely appreciate you and wish all of you the best in the year to come.

With my sincerest appreciation,
Michele Yerges

A letter from the Executive Director

Donna Taylor

Another year has come and gone, normally I'm not as excited to close a year, however, 2022 was yet another tough year experienced by many, many we serve and many we work with. With all the struggles experienced day in and day out, there was one constant that kept us going, our passion for the work we do... to assist others.

A lot of great work came from that passion and is captured within this annual report, nevertheless, there are numerous things that go on behind the scenes that are not so easily captured, items that matter but are not readily quantifiable, and things that have true meaning but cannot be reflected in a chart or graph.

All of these things start with our dedicated employees. Employees who go over and above, filling gaps in other areas when we are down staff. Employees who are empathetic, kind and helpful to their co-workers. Employees who are willing to work overtime to ensure program coverage even though it may have been a long week. Employees who show up for work with a smile on the outside when they may not be feeling it on the inside. Employees who are supportive, uplifting and inspiring to participants when they too need a glimmer of hope. Finally, employees resolute in moving this agency forward and who are steadfast in our agency mission of; bridging gaps to stability through coaching, education and partnerships.

I would absolutely be remiss if I didn't thank our wonderful partners, supporters and funders, it is an exceptional group of the best kind, all on the same page doing great work and making a difference. It takes everyone working together for a common goal.

In closing, I have taken the time to appreciate, learn and grow from all that 2022 brought. Now I place my focus to the bright and limitless potential that awaits us in 2023. A profound Thank You! I am honored to be a small part of this marvelous, awe-inspiring, incredible team.

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

Danielle Nickerson - Bartholomew County	Myra Mellencamp - Jackson County
Jessica Curd - Decatur County	Lin Montgomery - Jackson County
Amanda Logsdon - Decatur County	Daniel Craven – Johnson County
Amanda Land - Decatur County	Tracy Smith - Johnson County
Andrew Eads - Shelby County	Lydia Wales - Johnson County
Rebecca Bujwid - Jackson County	

Policy Council Liaison

Kristina Harding 1/2022 to 10/2022 Ashley Burton 11/2022 to 12/2022



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.

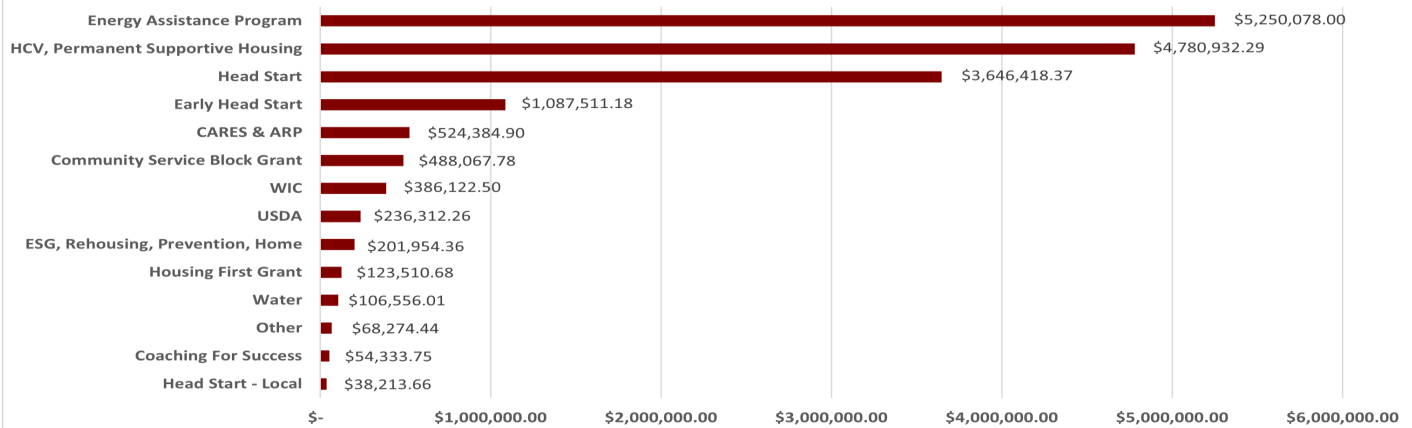
Agency Programs

Coaching For Success *	Housing First Program *
Early Head Start Bartholomew & Shelby Counties	Housing Choice Voucher (HCV) Program *
Coordinated Entry *	Infant Care Pantry Johnson & Shelby Counties
Emergency Rental Assistance (ERA) *	Permanent Supportive Housing Bartholomew & Jackson Counties
Emergency Housing Vouchers (EHV) *	Rapid Rehousing *
Energy Assistance Program (EAP) * w/ Water Assistance	Salvation Army Extension Jackson County
Food Pantry Decatur & Shelby Counties	TANF Re-Housing Program *
Head Start *	Tenant Based Rental Assistance *
Horizon House Emergency Family Shelter Bartholomew County	USDA Food Program *
Horizon Point Transitional Housing Bartholomew County	Women, Infant & Children (WIC) Brown, Decatur & Shelby Counties

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

Financial Highlights

2022 Funding



Local programs provided by Human Services, Inc. are sponsored in part by:



Program Highlights for 2022

- 7,734 households assisted
- 18,045 individuals assisted
- 3,441 individuals assisted who are disabled
- 3,177 senior citizens received services
- 6,191 individuals assisted who are children
- 3,390 individuals who achieved 1 or more outcomes
- 4,129 single person households
- 4,892 individuals had no health insurance
- 1,960 households own their home
- 6,217 households had incomes at or below 100% of the federal poverty guidelines
- 8,388 utility payment were made
- 432 individuals received emergency clothing assistance
- 15,735 referrals for services were made
- 745 households maintained safe and affordable housing
- 42,319 hours were donated by volunteers to the agency
- 73 participants were unemployed and obtained a job
- 14 participants achieved living wage employment or higher
- 59 participants employed increased their income through wage, hours or benefit increase
- 2,265 seniors (65+) maintained an independent living situation
- 183 job placements were achieved
- 222 participants received budgeting, credit management, credit repair or credit counseling
- 19,758 food boxes / bags of groceries distributed
- 83 individuals improved financial well-being
- 1,062 individuals received rent or mortgage assistance
- 452 parents/caregivers improved their home environment

Participant Survey Results

2022

Question	Agree	Disagree	No Feeling	No Answer
Staff was courteous and helpful.	932	5	2	0
Staff were responsive to your questions/concerns?	936	2	0	1
My questions were answered clearly.	928	1	7	3
I received the services I needed.	936	0	3	0
If services couldn't be provided, I was given other places to go for assistance.	915	2	9	13
Average Total per Answer	929.4	2	4.2	3.4

Success Stories

Timeline

August 2022

Child exhibiting extreme health, safety and potentially life altering behaviors to themselves during class. Coach conversation with mom revealed that the behaviors occur in the home as well. The local school system was contacted to start a self-evaluation process. Communications with mom regarding the process for a full evaluation. Coach called doctor's office to inquire about medical evaluation dates to support mom. Coach contacted mom and explained we found a location that could get her child in for an evaluation in March, costs out of pocket would be \$1600. They will do a full comprehensive evaluation and see and treat for all ages and can give her strategies to use until they evaluation/testing can be completed. Coach explained that HSI could help with the \$1600 fee and explained that there were 2 other resources for grants and forwarded information to mom to help pay evaluation fees. Mom made the earliest appointment for February 2023. Agency leadership made several phone calls for additional resources that could support this family further. Resources were realized, family on the waiting list for Riley and school system scheduled a development screening observation for October 2022. A mental health consultant for an additional classroom was contacted.

September 2022

The Mental Health Consultant observed child in classroom.

October 2022

Coach and Head Start staff met with mom regarding child's mental health observation and behavior observations. After reviewing the child's observations, it was determined between the parent and the program that in the best interest of the child, they would attend class a limited number of hours per day and week. Child started school 2 days a week. Child and mom went to school system for evaluation.

November 2022

Mother and child went to Riley Hospital - Indiana University of Health for medical evaluation. Mom spoke with HSI to update on the results. Child had received a preliminary medical evaluation. Mom stated that this preliminary diagnosis is Autism, sensory processing disorder and echolalia. The doctor said that this is not official until the child has a psychological evaluation. They plan to contact the mother in the next week for this. The medical doctor did send in a referral for Occupational Therapy and Behavioral Therapy somewhere close as possible to Columbus. Case conference at school system, HSI staff attended with mom and grandma for child's evaluation results. Child qualified for developmental preschool at school system and started that program in mid-November 2022. Child will continue to attend Riley for further evaluation. Mom dropped the child from our services and is receiving the one-on-one care needed for the child to move forward. Mom and Grandma spoke during the conference that the HSI program was very supportive to both the family and child and appreciated all the resources and support that was given by the agency. Mom continues to stay in contact with HSI and even brought the child back to the program for a visit. The child is doing extremely well and has since qualified for additional services. This child and family now have the ability to thrive.



My experience with the Coaching for Success program has been nothing short of amazing. After entering the program, I was assigned a coach who helped me set goals and to achieve them. My coach also helped me with budgeting and planning. Soon after beginning the program, I was able to move into a house in Jackson County. Through this program, I have been able to save money and manage not only my finances, but also my life overall. The coaches within this program offer amazing help that helped me tremendously.

When my wife and I made the decision to contact Horizon House, like most, we were at the end of our rope. We knocked on the door....defeated. We were mentally and physically beat down. I, as well as my wife, were terrified of what we would encounter at Horizon House. We had never been homeless before and right from the start, we were greeted with a smile, and a sense that things were going to be alright.

The Horizon House guided my family through the program in such a way that we were able to build back the confidence we needed to be able to succeed again. And we have succeeded! My family is now in a home that we can afford and I know that we will be alright now.



Grantors and Funders

Decatur County United Fund
Jackson County United Way
United Way of Bartholomew County
The Community Foundation of Jackson County
United Way of Johnson County
Shelby County United Fund
Heritage Fund / Community Foundation of Bartholomew County
County
Treasurer Shelby County

U.S. Department of Homeland Security
Indiana Housing & Community Development Authority
Indiana State Department of Health
U.S. Department of Housing & Urban Development
U.S. Department of Agriculture
U.S. Department of Energy
U.S. Department of Health & Human Services



- St. Peters Lutheran Church



- Anthem Barrier Buster Grant
- Blue River Foundation Inc.
- BSM Group LLC
- Centra Credit Union
- Cummins Business Services
- Empty Bowls of Columbus
- Fifth Third Bank
- First Presbyterian Church of Shelbyville
- Immanuel Lutheran Church of Seymour
- Mark and Wendy Elwood Foundation
- Sauey Foundation
- St. Bartholomew Catholic Parish



- Duke Share the Light
- First Presbyterian Church of Columbus
- The Napoleon State Bank



- Amazon Smile
- BHI Senior Living Inc Four Seasons Chapel
- Cline, King, and King PC
- Columbus Signature Academy
- Corvette Club of Columbus
- David and Wilma Doup
- Greg and Peggy Scherschel
- Holy Trinity Church of Greensburg
- Ireland Home-Based Services LLC
- Jamie Worton
- John and Elaine Greene
- Kiwanis Club of Shelbyville
- Kiwanis Club of Westport
- Kocolene Marketing LLC
- Kroger Community Rewards
- Michael Cogdill

- Mathematica Inc
- Perr Investments LLC
- Peter and Carla Warren
- Power System Engineering
- Rebecca Stenner
- Richard Jr and Alice Johnson
- Ronald Zimmerman
- Sarla Kalsi
- Southern Roofing Inc
- Springhill Presbyterian Church of Greensburg
- St. Joseph Social Club
- St. Paul Lutheran Church of Seymour
- Stephen and Donna Haworth
- Summerville Family Fund
- Sunright America Inc.
- Susie Johnson