

LHDC

LINCOLN HILLS DEVELOPMENT CORPORATION

Since 1965

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Annual Report



Helping people,
changing lives.

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On the cover: The LHDC Joan Ritchie Center, located in English, Indiana, received facility updates in 2020. Head Start Birth-5 and Community Services programs operate out of the center.



We have a *dream*:
LHDC Vision Statement

We believe in economic and social justice for
all people across southern Indiana...
now and always.

We have a *purpose*:
LHDC Mission Statement

Reducing poverty to improve lives and
communities in southern Indiana



LHDC 2020-2021 BOARD OF DIRECTORS

Crawford County

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Jim Schultz
Nick Siler, Esq.
Becky Walts
Jason Wolf ***
Helen Wright

Perry County

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Joan Hess
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* President

** Vice-President

*** Secretary

**** Treasurer

A special thanks to Kim Litkenhus and Jenny White, as well, for their participation and time as board members in 2020.

Central Administrative Offices

Lincoln Hills Development Corporation

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Tell City, IN 47586

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www.lhdc.org

Randy Dennison, Executive Director/CEO
Tiffany Lampert Quinn, Chief Operating Officer
Natalie Polk, Chief Financial Officer
Shannon Sprinkle, Chief Resources Officer
Mandy Howe, Director of Support Services

EQUAL OPPORTUNITY

LHDC provides services to clients regardless of race, sex, color, religion, age, ancestry, national origin, veteran status, genetics, sexual orientation, or disability. The agency is an Equal Opportunity Employer.



Visit our website at www.LHDC.org



On behalf of the Board of Directors of the Lincoln Hills Development Corporation, all of its employees and staff, and its volunteers who have so generously donated their time and talents for the benefit of those we served over the past year, we are pleased to offer this annual report regarding our activities, including the many challenges we all have faced, during 2020.

While 2020 has certainly been different from any year in our collective lifetimes, and has presented challenges that were unforeseen to even the most clairvoyant among us, we have continued to strive to provide the services that so many in our communities have come to expect and depend upon. Despite these many challenges, and with the help of the public and private funding upon which we rely, we have endeavored to provide our continuum of services and provide the support that is needed more than ever in our community. We take great pride in those efforts.

While the global pandemic has gripped us these past many months, LHDC has undertaken the steps necessary to adapt in an effort to meet the challenges that have been presented. In order to protect both our staff and the people we serve, we have implemented several changes to ensure that our services are provided in as seamless a manner as possible. We have implemented steps to mitigate the spread of disease by adopting the recommendations of the Centers for Disease Control and Prevention, as well as the recommendations of our State and local Health Departments. We have adopted policies allowing for remote work for our employees when possible, and have adopted remote learning tools to allow us to continue to provide Head Start education opportunities in our communities. As a result of the economic fallout from the global pandemic, we have stepped up our efforts to provide energy assistance to those unable to shoulder those costs due to interruption in employment, and we continue to provide as much assistance as possible through our housing facilities and our housing voucher programs.

We understand that our efforts are more necessary than ever. As such, we look to our history as a service provider to guide us on our path forward. We are as committed now as ever to providing the essential services in our community that are intended to assist those with less to enjoy the same societal benefits as those with more. We continue to believe that the only playing field is a level playing field. Now more than ever, the inequality based upon a lack of economic opportunity is apparent in our society. As an agency, and with the help of those who support us, the LHDC will strive to provide the services to people in need that will allow them to flourish.

I take great pride in my service as President of the Board of Directors of LHDC. I take even greater pride in the sincere efforts of the women and men of our Board, who continue to strive to improve the lives of the families that we serve in these difficult times. I applaud each and every one of them, and express my sincere thanks for all that they do. It has been truly difficult over the past year, which illustrates how important it is to each and every one of us to see that our efforts continue to provide the assistance that is so important in our community. I am confident that our Board has the resolve to meet the challenges.

On behalf of our Board, I want to thank those who continue to support the efforts of the LHDC. We hope for a return to normalcy, but rest assured that we will keep moving forward to address the challenges in our community, whatever the circumstances may be. We invite those who support the LHDC to join us in those efforts.

Sincerely,
Jeffrey W. Hagedorn



At the beginning of last year, it seems safe to say that most of us had no idea how the year would unfold or the challenges we—our families, our communities, our country, and our world—would face. Understandably, people have used words like painful, exhausting, devastating, nightmarish, chaotic, and unprecedented to describe 2020, and it is tempting to summarize my thoughts about 2020 by saying only, "Good riddance!"

The COVID-19 pandemic has caused almost unfathomable grief, anxiety, challenges, and economic distress, however, so such a concise summary would not accurately capture LHDC's work during the past year. As you would imagine, the economic consequences of the pandemic resulted in a continued demand for LHDC's services. Many families and individuals who were struggling before the pandemic experienced increased needs because of the health crisis. Additionally, families and individuals who had traditionally been self-sufficient turned to LHDC for the first time for help with housing costs, food, utilities, and other necessities. Providing those services was much more challenging as the agency struggled to keep customers and employees safe and healthy.

Thanks to our employees' dedication, determination, and creativity, combined with our customers' understanding and patience and the support of our funders, LHDC met this demand for services by developing new ways to deliver services, including:

- Installing walk-up windows at three locations to enable individuals to drop off materials and request applications without having to enter our buildings
- Implementing virtual learning and related services for our Head Start Birth-5 children and families
- Offering virtual visits for families enrolled in our Healthy Families program
- Strengthening our Resource Coordination program to offer a more comprehensive approach to services, ensuring that families and individuals directly impacted by the pandemic had access to essential resources
- Utilizing Internet-based platforms to help individuals secure health insurance and process applications for other programs

Despite the pandemic, which prevented our Board from meeting in-person, our Board adopted an ambitious, needs-based strategic plan to guide the agency's work during the coming years. I commend and thank our Board members for their leadership and devotion to the essential work LHDC does in our communities.

I also want to recognize and thank Clayton Jefford, LHDC's long-time Board President, for his work and advocacy on behalf of LHDC, its employees, and the many people we serve. Although he remains an active Board member, Clayton decided not to seek reelection as Board President when his term ended in April. I am very grateful for his guidance and discernment and appreciate his efforts to ensure a smooth transition for our new Board President, Jeff Hagedorn.

I have been humbled, but not surprised, by the concern, compassion, and dedication our employees have demonstrated throughout this crisis. I am grateful to them, our customers, and our funders for helping us find our way through these difficult times, and I hope that the words we use when we reflect on 2021 will be far more positive and encouraging than those we used to describe 2020.

Wishing you peace, good health, and much happiness!

Randy Dennison
Executive Director/CEO

2020

YEAR IN REVIEW

Following is a brief summary of some of the activities and actions undertaken by Lincoln Hills Development Corporation in 2020 which helped LHDC respond to the needs of the 6,292 people served:

- ❖ Celebrated the agency's 55th Anniversary at the LHDC Annual Meeting on April 13, 2020. The 2019 Annual Report was presented, and Board Officers elected for the year were Jeffrey W. Hagedorn, President; Jill Kaetzel, Vice-President; Jason Wolf, Secretary; and Neal Stahly, Treasurer.
- ❖ Provided various needed services and programming for 6,292 unduplicated individuals (3,012 unduplicated families) throughout southern Indiana during 2020.
- ❖ During 2020, COVID-19 directly impacted the way we served families and individuals. LHDC worked passionately and diligently to continue to provide assistance to the community. While services were provided differently due to COVID-19, including through newly installed teller windows and other virtual means, the LHDC team worked together to continue to serve the community in a safe and impactful manner.
- ❖ LHDC hosted the Annual Holiday Celebration and Training event as a virtual event on December 11, 2020. A special training on nondiscrimination, safety and IT was presented, LHDC team members were acknowledged, and an enjoyable time was had by all.
- ❖ Despite COVID-19, several Housing properties received updates, including sidewalk repairs at Marengo Elderly, Milltown Housing and Crawford County Housing, and Lincoln Village Apartments had two roofs replaced at the property.
- ❖ LHDC became a Certified Application Counselor Designated Organization, and the CKF team became Certified Application Counselors for the Marketplace.
- ❖ In April, Healthy Families completed an exceptional virtual site review by Healthy Families America.
- ❖ During 2020, Resource Coordinators completed 2Gen training to assist with implementation of services. The 2Gen approach will be used to equip and empower families and individuals in achieving financial stability and upward mobility.
- ❖ LHDC again received an allocation of Neighborhood Assistance Program (NAP) State Income Tax Credits, through IHCDA, to issue to eligible donors, generating funds to allow needed improvements to agency facilities.
- ❖ The 5th Annual LHDC Golf Scramble, presented by Harpenau Insurance Agency, was held on October 2, 2020, at the Christmas Lake Golf Course in Santa Claus, generating funds to support LHDC's mission. Appropriate COVID-19 precautions were taken, and a great time was had by all. Thanks to all who participated! **Mark your calendars for the 2021 Golf Scramble, scheduled for May 21, 2021.**
- ❖ LHDC's Covering Kids and Families surpassed all program goals for the 4th consecutive year.
- ❖ The Resource Coordination team completed SHIP (Senior Health Insurance Program) training during 2020 in order to expand options for Medicare enrollment services.
- ❖ The LHDC Board adopted an ambitious, needs-based strategic plan to guide the agency's work during the coming years.

2020 YEAR IN REVIEW

- ❖ In 2020, CKF staff, Rebecca Ferrell and Rachel Schaefer, became Certified Application Counselors for the Healthcare Marketplace.
- ❖ 1,650 low-income, disabled, and elderly households were assisted through the Energy Assistance Program in 2020, receiving winter heating assistance.
- ❖ Despite COVID-19 and with the direction of Kathleen Ferguson, Program Manager, the RSVP program coordinated creative ways for volunteering, including sewing masks for community members, writing letters to local assisted living facilities, grocery shopping for neighbors, and providing companionship with phone calls.
- ❖ LHDC once again received an excellent audit report on 2019 programs and activities with no costs questioned or disallowed, and no audit findings or recommendations. The agency was also again determined to be a low-risk auditee! ***Great job Fiscal Department Staff!***
- ❖ During 2020, LHDC welcomed two new members to the Board of Directors: Lucy Goffinet (Perry County); Jill Kaetzel (Spencer County). Thanks to each for agreeing to volunteer their time as Board members!
- ❖ In honor of the years of service to LHDC, the South Perry Head Start Center was named in honor of Gary V. Zellers, former Chief Operating Officer, who retired in 2020.
- ❖ The LHDC Head Start Birth-5 Program installed key fob entry systems in all locations to improve security and safety.
- ❖ LHDC participated in and completed a series of 2 Gen coaching sessions offered by the United Way of Central Indiana and IHCDA.
- ❖ LHDC Resource Coordination played an integral part in emergency food assistance coordination for families and individuals during COVID-19. Staff provided volunteer hours at each of the Farmers to Families food box distribution sites, and a food assistance hotline was coordinated with other local community agencies in each county, allowing LHDC Resource Coordinators to assist with the hotline and provide support and referrals to families and individuals.
- ❖ In December 2020, Cotton Mill Apartments received an Old National Bank grant award to install cab air purifiers in two elevators at the property to further ensure the safety of residents, visitors and staff during COVID-19.
- ❖ During 2020, Amanda McDaniel, Resource Coordinator Supervisor, completed her Case Management Certification.
- ❖ Head Start Birth-5 completed remodeling projects at various locations, including office space and storage additions, window replacements, carpet installation, and new mulch for several center playground areas.
- ❖ In August, LHDC Board Members and staff participated in a poverty workshop hosted virtually by the Indiana Institute for Working Families.
- ❖ In 2020, Brianna Bruggeman, Community Services Specialist, completed the ROMA certification and became the first certified ROMA Implementer with LHDC, and Tiffany Lampert Quinn, Chief Operating Officer, completed the CCAP certification and became the first Certified Community Action Professional with LHDC.

....Making A Difference.....

COVERING KIDS AND FAMILIES

In late 2017, during health coverage open enrollment season, a local health clinic referred a family to one of LHDC's Health Insurance Navigators. At the time, the Navigator assisted the family with enrolling in health coverage through the state. The family was so pleased and grateful for the assistance received that they have now referred four additional families to the LHDC Navigator. Two of those referrals were in 2020 and resulted in approved applications for everyone involved. With that recommendation of LHDC's services from that one family, along with the referral from the local health clinic, it has now resulted in 27 individuals gaining health coverage through the assistance of the Covering Kids and Families Program.



HEAD START BIRTH-5

During the 2020 school year, Ashley, a student in LHDC's Head Start Birth-5 Program, had difficulties with behavior and focusing her attention. Her family was concerned with Ashley starting her first year of school because she was very shy and not very verbal, but throughout Ashley's time in the classroom, she continued to grow and become more successful every day. She adapted to her new environment so well, allowing her to feel comfortable enough to make new friends and learn new things. Ashley has shown interest in active participation in choice time and in dance and singing time. She has done a fantastic job communicating with her teachers and classmates. We are so proud of her and her accomplishments!



LHDC provided back to school supplies to local area schools in Perry County and provided rulers, erasers, zipper bags, crayons, pencils, and colored pencils to all three area school corporations to help prepare for the fall semester.



LHDC staff members are actively engaged in various community groups, boards, organizations, and associations related to quality of life issues throughout LHDC's service area. Staff actively participate in groups and causes relating to domestic violence, substance abuse, education, housing and homelessness, health and mental health, community and economic development, and others.



In 2020, LHDC donated KN95 masks to local area health organizations in Perry, Spencer, and Crawford counties to assist with combating the COVID-19 crisis.

Work hard at work worth doing.

—Theodore Roosevelt

....Helping People.....



HOUSING

Robert, an elderly resident at LHDC's housing, has difficulties reading and has needed help applying for assistance and keeping paperwork straight. Over the past year, his health has declined, and he has struggled with getting medical care, in part, due to not having a phone and dealing with the challenges with the COVID-19 pandemic. In the fall of 2020, LHDC's Service Coordinator met with Robert in the shelter house, using masks and social distancing, and was on the phone for an extended time helping him apply for the Medicaid Waiver program. Since then, Robert has purchased a phone and has been approved for the Medicaid Waiver program. This program will help him with added meals, a lifeline alert, homemaker services, and more. With the help of LHDC's Service Coordinator and this assistance, Robert will have a much better quality of life.



RESOURCE COORDINATION

In April, the LHDC Resource Coordination program received a referral for a family with four children. The Resource Coordinator made several attempts to contact the family, but the family was reluctant to engage. After weekly contacts with the LHDC Resource Coordinator, they were able to build rapport and trust, and the family identified three goals they would like to achieve, which included obtaining new housing, transportation, and childcare. The Resource Coordinator worked with the family, and the family was able to lease a 4-bedroom home and moved into their new home in July. The family also battled paying their utility bills, so the Resource Coordinator assisted with completing an Energy Assistance program application. To work toward the transportation goal, the father was also able to obtain his license, and he worked with the Resource Coordinator to apply for and get approved for the Individual Development Account (IDA) program to save money to toward his goal of purchasing a vehicle. The mother would like to return to the workforce to help support the family, and the Resource Coordinator is assisting with employment and childcare options. The family has achieved several goals and strives to achieve even more in the future!

HEALTHY FAMILIES

In February 2020, Jasmin enrolled in LHDC's Healthy Families Program. At that time, on the parent survey assessment, she struggled with knowledge about child development, believed in physical discipline, battled depression, and lived with family members because she could not financially afford her own home. With the help and support of LHDC's Healthy Families Home Visitor, Jasmin has sought help for her mental health, owns her own home, does not believe in physical discipline, and is learning more and more every week about child development.

HEAD START BIRTH-5 & CKF

In 2020, a Head Start family was struggling to find a local optometrist to accept their insurance. The LHDC Head Start Family Advocate referred the family to the LHDC Health Care Navigator, who was able to help the family apply for different coverage. The Head Start children received vision screenings, and it was found that both children needed glasses. After receiving their glasses, their learning began progressing by leaps and bounds!

....Changing Lives.....



Gary V. Zellers Head Start Center
formerly South Perry Head Start

HEAD START, HOUSING & RESOURCE COORDINATION

Susan and her three children, one a newborn, had been staying with family, and due to a situation, she found that she had only two weeks to make other living arrangements. The LHDC Head Start Family Advocate contacted LHDC's Resource Coordination program, and they were able to work with LHDC's Housing program to complete an application for an apartment. Within four days, Susan sent the Family Advocate a photo of her new keys, and she was able to move her family into their new apartment.

WEATHERIZATION PROGRAM

In late 2020, the LHDC Weatherization crew discovered a homeowner living in a very dangerous situation. For various reasons, the gas fired appliances were venting carbon monoxide into the living space of the home. Using their training, the LHDC Weatherization employees were able to eliminate this hazard with the help of a contractor. Through the Weatherization Program, this homeowner is now living in a much healthier and more energy efficient home.

COVERING KIDS & FAMILIES & HEAD START

In September 2020, the Head Start Program contacted one of LHDC's Health Insurance Navigators to assist with a child in need of health insurance. The navigator contacted the Brown family and scheduled a virtual appointment to assist the Brown's with applying for health insurance. After working with the family throughout the application process and by working together, the Head Start Program and the Health Insurance Navigator were able to assist in all family members getting enrolled in health coverage.



LHDC accepted a grant award from Old National Bank Foundation for the purchase of air purifiers in elevators at Cotton Mill Apartments.

RESOURCE COORDINATION AND HOUSING

In March, one of LHDC's Resource Coordinators was contacted by an individual who was in need of assistance in making a transition from a nursing home facility to finding permanent housing. The individual, who no longer qualified for nursing home level of care, was informed that he would need to make arrangements by early April to leave the nursing home. Initially, LHDC was working to assist him with housing applications in the area. While a housing option was available in the area, eligibility requirements would have required the individual to leave the nursing home facility, but due to COVID-19, individuals were not allowed to leave the nursing home and then return. Having realized this was no longer an option and the individual still needed to find permanent housing quickly, the Resource Coordinator reached out to LHDC's housing. One of the housing properties had an affordable apartment available, and the LHDC team was able to work together to finalize the housing application paperwork, all just one day before the individual was required to leave the nursing home facility. Since moving into his new apartment, the Resource Coordinator has continued to follow up with the resident. The resident is doing well, and with the assistance of LHDC, he is now living independently in his new home.



*All of us are much stronger than
some of us.*

—Anonymous

COMMUNITY SERVICES PROGRAM

David Knox
Community Services Program Director

Energy Assistance Program (EAP): 1,650 low-income, disabled and elderly households (2,976 individuals) in Crawford, Perry, and Spencer Counties received an average benefit of \$563 from LHDC in paying their winter heating bills through the EAP program. 84 families received Duke Helping Hands Assistance.

Emergency Repair and Replace Program: 22 owner-occupied and at-risk households had heat restored through a repair or full replacement. This program makes this work possible on homes that may not be candidates for Weatherization.

State Section 8 Housing Choice Voucher (HCV) Program: LHDC continued to administer the State HCV Program in Crawford, Gibson, Spencer, Vanderburgh, and Warrick Counties during 2020, serving 294 families.

Cannelton Section 8 Housing Choice Voucher Program: Through a contract with the Cannelton Housing Authority, LHDC administers this program in Cannelton and Perry County. Through this program, LHDC provided safe and affordable rental housing for 235 families in 2020.

Individual Development Accounts (IDA): LHDC administers the IDA Program, which encourages savings for the purchase of a home, higher educational and training pursuits, to purchase or start a business, vehicle purchase, or homeowner-occupied home rehabilitation. Eight (8) accounts were active during 2020.

Weatherization Program: Families in Crawford, Perry, and Spencer Counties received home weatherization services during 2020 through DOE, LIHEAP, State LIHEAP and Vectren Share the Warmth, as follows: 10 through DOE, 13 through LIHEAP, 5 through State LIHEAP, and 4 through the Vectren Share the Warmth Program. All homes received shell and mechanical services. The Weatherization Program provides services to conserve energy in homes and reduce long-term energy bills.

➤ *October 30th is National Weatherization Day!*

RSVP/SFMNP/EMERGENCY FOOD & SHELTER

Shannon Sprinkle
Chief Resources Officer

Retired and Senior Volunteer Program (RSVP): During 2020, 97 RSVP volunteers throughout Crawford, Perry, and Spencer Counties, age 55 and over, provided approximately 3,400 hours of volunteer services at 27 community workstations.

Food and Shelter Program: The Emergency Food & Shelter program started Phase 37 and Phase CARES in July 2020. The program will provide funds to food banks in Crawford (\$8,642), Perry (\$13,682), and Spencer (\$11,414) counties to supplement their need for food products.

Senior Farmers' Market Nutrition Program: The Senior Farmers' Market Nutrition Program provides income-eligible elderly or qualified disabled persons vouchers to be utilized to purchase fresh, nutritious produce at local Farmers' Markets. Voucher packets worth \$20 each were distributed to 166 eligible clients in Crawford and Perry Counties in 2020.



Congratulations

Community Partner Award Recipient !



During 2020, the following *Community Partner* was recognized for their outstanding contributions to the programming and services of Lincoln Hills Development Corporation:

MULZER CRUSHED STONE, INC.

LHDC thanks Mulzer Crushd Stone, Inc. for its support and partnership with LHDC in making life better in our communities!

LHDC HEAD START BIRTH-5 PROGRAM

Kelly Luker
Program Director

Head Start Birth-5 partners with low income families to promote and support school readiness through the development, health, and wellness of children birth-5 years of age and pregnant women. The program provides educational activities that offer opportunities for play, exploration, discovery, and problem solving that develop cognitive, language, social-emotional, and physical well-being skills. Trained staff administer development and health screenings, offer support and resources to families such as the importance of healthy lifestyles and regular health and dental exams, that contribute to each child's success in school. Head Start Birth-5 supports and collaborates with families to identify goals, interests, and aspirations to strengthen family well-being and encourage early learning and development of children. Services to pregnant women include providing prenatal and postpartum information, education, resources and assisting with a smooth transition from pregnancy to newborn enrollment into the program.

This comprehensive approach encompasses vital opportunities for families to actively participate in their child's school readiness success as they become strong partners, advocates, and leaders within the program.

LHDC Head Start Birth-5 provides services throughout Crawford, Harrison, Perry, and Spencer Counties. **Early Head Start** provides home-based services, for a funded enrollment of 80 pregnant women and children under the age of three.

Head Start has a funded enrollment of 291 children ages three - five years old, and provides center-based services in seven licensed centers throughout the four county area, and through a home-based option in Harrison County:

- Forty-six (46) children through three class sessions in the Harrison County center, and twenty (20) children through a home-based option;
- Fifty-one (51) children through three class sessions at the North Crawford County center, including one session with full-day service;
- Eighteen (18) children through one session at the South Crawford County center;
- Thirty-three (33) children through two sessions at the North Perry County center, including one session with full-day service;
- Fifty-six (56) children through three sessions at the South Perry County center, including one session with full-day service;
- Thirty-four (34) children through two full-day sessions at the South Spencer County center; and
- Thirty-three (33) children through two sessions at the North Spencer County center.

Following are a few of the highlights and accomplishments achieved in 2020 within the LHDC Head Start Birth-5 program:

- One Family Advocate attended and completed requirements for the Family Development Specialist Certification.
- Five Head Start Birth-5 Managers and the Director attended the IHSA Virtual Annual Conference.
- Two Local Area Supervisors completed requirements to receive CLASS Certification.
- Two bus drivers obtained their CDL and/or renewal, and one Home Visitor completed the CDA renewal.
- One Manager and the Director attended virtually the WKU Head Start Monitoring training.
- 650 individuals provided volunteer services to the Head Start Birth-5 Program.
- As a result of development screenings and ongoing assessments, 9 children in Early Head Start and 62 children in Head Start were referred for further evaluation and subsequently received early intervention services.
- At the end of the 2019-2020 program year, 23 children transitioned from Early Head Start to Head Start, and 136 children transitioned from Head Start into the public school systems.
- Our program assisted 12 families in finding a primary care physician (medical home) and helped 26 families find a dentist (dental home). Our program assisted 13 children in acquiring health insurance. Staff also worked with 143 families to help bring their children up-to-date on recommended well-child exams.
- Head Start Birth-5 parents regularly participated in program planning, Policy Council membership, policy and decision making, program self-assessment, volunteering, recruitment events, and other leadership activities.



LHDC
Head Start and Early Head Start
Serving Children Birth – 5 Years & Pregnant Women

Play,
Learn and Grow...
Together!

Enrollment applications available at: www.lhdc.org

Crawford County (812) 338-2631 Harrison County (812) 738-1711
Perry County (812) 547-8463 Spencer County (812) 649-6122
Or 1-800-467-1435, ext. 227

LHDC HEAD START BIRTH-5 COMMUNITY NEEDS ASSESSMENT SUMMARY

June 2020
Completion Date

The Community Needs Assessment (CNA) is the collection and analysis of data related to the needs and characteristics of Head Start Birth-5 eligible children and families in Crawford, Harrison, Perry, and Spencer counties. Data was collected from a variety of sources, including, but not limited to, U.S. Census Bureau, IN State Department of Health, IN Department of Education, and Community Partnerships. Surveys were collected from Community Partners/stakeholders, Head Start Birth-5 parents, Kindergarten Teachers and Elementary Principals.

The Head Start Birth-5 program uses the Community Needs Assessment to develop, monitor, and evaluate the effectiveness of the program, school readiness, and training and technical assistance plans. Decisions impacted by the CNA include recruitment and selection criteria, staffing patterns, program options, center locations, and how services will be delivered to children and families. The following items were identified from the 2020 CNA.

Observation: Head Start families prefer 5 days per week for center-based services (3-5 years of age).
Conclusion: The Head Start Birth-5 program will consider offering full-day, 5 days per week in communities of greatest need as funds become available.

Observation: Head Start surveys indicated many families do not have computer or internet access at home.
Conclusion: The program will continue incorporating technology in center-based classrooms, to expand children’s exposure to technology advances and improve school readiness as funds become available.

Observation: According to the U.S. Census Bureau, the Hispanic and Latino population is a growing segment of the population in the LHDC service area.
Conclusion: The program will broaden recruitment activities and efforts, encourage partnerships, and develop resources that enable the program to better meet the needs of the growing Hispanic and Latino population in the 4-county service area.

Observation: According to the Indiana Family and Social Services Administration, the First Steps program indicates a need within the service area for early intervention services among infants and toddlers.
Conclusion: The program will place increased emphasis on Community Partnerships and Memorandum of Understanding Agreements with disability services.

Observation: The U.S. Census Bureau indicates the LHDC Head Start Birth-5 service area has a percentage of persons 25 years of age and over who have not attained a high school diploma.
Conclusion: The program will place increased emphasis on family-literacy skills of families participating in the Head Start Birth-5 program.

The Community Needs Assessment plan is reviewed yearly to ensure the data is still relevant and to update the CNA to reflect any significant changes.



HOUSING PROGRAM

Liz Newton
Program Director

LHDC owns and/or manages the following affordable rental apartment developments:

Village Apartments of Marengo: This family apartment development provides 24 units of safe, comfortable, and affordable rental housing.

Lincoln Manor Apartments: Located in Holland, IN, this 20-unit apartment development offers safe, comfortable, and affordable housing to elderly and/or disabled tenants.

Lincoln Village Apartments: Located in Huntingburg, IN, this apartment development, now consisting of 60 units, offers safe, comfortable, and affordable housing to elderly and/or disabled tenants.

Hartford Place Apartments: This family apartment development, located in English, IN, provides 24 units of safe, comfortable, and affordable rental housing.

Village Apartments of Corydon I & II: This family apartment development, located in Corydon, IN, provides 88 units of safe, comfortable, and affordable rental housing.

Country Place Apartments: Located in Tell City, IN, this family apartment development provides 24 units of safe, comfortable, and affordable rental housing.

Chandler Heights Apartments: This family apartment development provides 24 units of safe, comfortable, and family housing in Chandler, IN.

Lincoln Manor of Troy: This duplex apartment, which previously targeted grandparents raising their grandchildren, now provides additional safe, comfortable, and affordable housing to individuals and families in Troy, IN.

➤ *For additional housing information, call 1-800-467-1435, extension 224, or visit www.lhdc.org.*

Section 8 Elderly/Handicapped Apartments: Through 4 apartment developments owned and managed by LHDC, over 147 elderly and/or disabled individuals or families were provided safe, comfortable, and affordable rental housing in 2020. LHDC has a 24-unit apartment development located in Tell City; a 42-unit development in English; a 42-unit development in Marengo; and a 39-unit development in Milltown. In addition, LHDC also employs a full-time Service Coordinator to assist tenants at these developments to obtain needed services and assistance.

Ohio View Apartments: Located in Leavenworth, IN, this family apartment development provides 12 units of safe, comfortable, and affordable rental housing.

Cotton Mill Apartments: Located in Cannelton, IN, the Cotton Mill Apartments offer seventy (70) units of safe, comfortable, and affordable family rental housing. This apartment development is situated in a National Historic Landmark – the Indiana Cotton Mill – originally constructed in 1849.

Other Housing Activities: During 2020, LHDC continued to manage, on behalf of Chrisney Community Apartments, Inc., a 22-unit apartment complex for the elderly and disabled. Additionally, through a contract with the Troy Chamber of Commerce, LHDC continued to manage a 6-unit elderly/disabled apartment development in Troy, IN and management responsibilities also continued for the following properties: a 20-unit family property in St. Meinrad, IN; and two 20-unit elderly and disabled properties in Ferdinand, IN.

- *During 2020, apartments owned and/or managed by LHDC had an occupancy rate of 96.4%.*
- *Total persons assisted with housing in 2020: 1,083
GREAT JOB HOUSING TEAM!*

HOW CAN YOU HELP?

Become a Head Start Birth-5 Volunteer

The Head Start Birth-5 program utilizes volunteers in a variety of ways, such as classroom aides and field trip chaperones. Contact the Head Start or Early Head Start center nearest you to make a difference in a child's life!

Become a Retired or Senior Volunteer

Join all of our other volunteers 55 and older in Crawford, Perry and Spencer Counties who provide volunteer services at various worksites in their communities. Contact the RSVP Manager at (812)547-3435, extension 230 to become a volunteer today.

Make a Monetary Donation

Help us help others by making a donation to support the activities of Lincoln Hills Development Corporation. Because LHDC is a registered 501(c)(3) public charity, donations are tax deductible to the extent allowed by law. Send your contribution to: LHDC, P.O. Box 336 - 302 Main Street, Tell City, IN 47586.

HEALTHY FAMILIES/CKF/RESOURCE COORDINATION

Kim Morgan
Director of Services for Families & Individuals

Healthy Families is a home visitation program with activities that promote positive parent-child interaction and healthy childhood growth and development. Family functioning is enhanced by building trusting relationships, teaching problem-solving skills and improving the family's support system. In 2020, LHDC started out managing the Healthy Families programs in five counties, and after a change in the contracted counties in October 2020, LHDC now manages the Healthy Families program in four counties – Gibson, Knox, Perry, and Pike.

The Healthy Families Program served 200 families during 2020 by providing home visiting services to young children and their families. Services are made available prenatally to women and to children from birth through age 3. Staff completed 2,075 home visits during 2020.

110 assessments were completed to determine family needs and eligibility; 212 developmental screens were completed with three (3) children referred to First Steps for therapy for developmental delays; 147 post-natal depression screenings were completed, with 24 referrals made for mental health services.

Families in the program continue to reach a variety of goals they have established. The successes include: entering college, attending domestic violence counseling, obtaining a GED, buying a home, obtaining a driver's license, being self-sufficient in accessing community resources, positive changes in attitudes regarding nurturing and bonding with children, obtaining full-time employment, following through on the goal-setting process, positive advance in parent/child interaction and developing skills concerning child safety.

In December 2020, LHDC completed its fourth year of operation for the **Covering Kids and Families** program. The Outreach & Enrollment Specialists are licensed as Indiana Navigators through the Indiana Department of Insurance.

They are responsible for services to uninsured or underinsured individuals regarding enrollment in Medicaid, HIP, Hoosier Healthwise, and the Marketplace insurances.

LHDC contracted with Covering Kids and Families of Indiana for Spencer, Perry, and Crawford counties. In 2020, the CKF program participated in 330 outreach activities with 3,098 contacts from those activities. This resulted in 944 individuals being assisted in the application process for health insurance, and 500 applications being completed, resulting in 426 successful enrollments in health coverage programs.

In 2020, LHDC expanded the **Resource Coordination** program in Perry, Spencer and Crawford Counties, assisting families and individuals with securing food, housing, employment, education, building support systems, and moving from crisis stabilization to success planning. In 2020, the program provided direct Resource Coordination services to 58 families, and additionally, 86 families were served with emergency food assistance through a local partnership.

The Resource Coordination program expanded Project Warm, a program that provides coats, hats, gloves and blankets in Crawford and Spencer counties, and served 32 families during 2020.

During 2020, the Resource Coordination program was pivotal in the implementation and coordination of our CSBG CARES Act Program, which offered assistance to families and individuals directly impacted by COVID-19 in Crawford, Perry, and Spencer counties. Throughout 2020, 69 families received utility assistance, 61 families received rental or mortgage assistance, 18 received additional internet or cell phone assistance, and 55 obtained food assistance through the CARES Act funding.

Homeownership and Housing Counseling Project

Julie Hardesty
Housing Counselor/Homeownership Specialist

Housing Counseling is a multi-faceted program which addresses a wide range of housing and financial issues. In 2020, LHDC served 150 households in meeting their housing goals and/or resolving their housing problems.

By bringing together a variety of resources, clients became first-time homebuyers, found improved rental opportunities and met their rental obligations, worked successfully with their mortgage lenders to avoid foreclosure on their homes, and developed new skills designed to assist them manage their household finances and property assets more effectively.

2020 activities included:

Group Workshops:

Rental — 12 sessions; 120 households

Individual Counseling:

Rental - 23 households

Pre-purchase homebuyer - 3 households

Mortgage default/foreclosure - 3 households

Home maintenance/Household finances - 1 household

It is not what you get out of life that counts. It's what you give and what is given from the heart.

— Sargent Shriver

2020 AGENCY FUNDING SUMMARY (unaudited, for the year ending December 31, 2020)

2020 REVENUES	AMOUNT
Federal/State Grants	\$6,510,035
Program & Other Income	1,798,412
Management Fees	389,361
In Kind	790,545
LHDC Housing	2,445,263
Managed Housing & Other	<u>2,152,151</u>
TOTAL REVENUES	\$14,085,767

2020 EXPENSES	AMOUNT
Community Services	\$8,132,605
Management & General	751,878
In Kind	790,545
LHDC Housing	1,954,656
Managed Housing & Other	<u>1,931,690</u>
TOTAL EXPENSES	\$13,561,374

Lincoln Hills Development Corporation would like to thank and acknowledge the following funding sources and contributors for 2020:

A & B Fire Safety, Inc.	Richard Harpenau	P. Deimling Consulting, Inc.
Alpha Laser	Robert & Janice Harpenau	PSC
Ameritas	Harpenau Insurance Agency, LLC	Natalie Polk
Astro Security, Inc.	James & Dona Hasty	Quality Mill
ATTC	Hoffman Office Supply	Tiffany Lampert Quinn
Dean Boerste	Hoosier Hills Credit Union	Gary Schneider
Branchville Correctional Facility	Mandy Howe	Jacob & Sarah Schwartz
Braun Plumbing & Heating	Brittany Howes	Schwartz Family Restaurant
Brianna Bruggeman	IBEW Local 16	Southern Indiana Power
James Bye	Indiana Department of Child Services	Don & Shannon Sprinkle
Cannelton Housing Authority	Indiana Department of Education	St. Meinrad Housing for the Elderly, Inc.
Chandler Heights Associates, Inc.	Indiana State Department of Health	Stein Garage, LLC
Chrisney Community Apts., Inc.	Indiana Housing & Community Development Authority	Jan Stein
Community Foundation of Crawford County	Christy Jackson	Kevin & Sue Swank
Conner Floor Covering, Inc.	Clayton & Susan Jefford	Carol Taylor
Americorps	Rev. Jill Kaetzel	Troy Chamber of Commerce
Craig & Lange, PC	Larry & Sharon Kleeman	United States Department of Agriculture, Indiana Rural Development
Crawford County Sheriff Department	Thomas & Jeanne Logsdon	United States Department of Health and Human Services
Randy Dennison & Lenn Stein	Lucas Oil Products, Inc.	United States Department of Housing and Urban Development
Duke Energy/Indiana Community Action Assn.	Messmer Mechanical	Universal Design Associates, Inc.
Eck-Mundy Associates, Inc.	Christal Moskos	Valley Supply, Inc.
Ferdinand Housing, Inc.	Elizabeth Newton	Vectren/IN Community Action Assn.
Fifth Third Bank	North Main Systems	Michael Watt
Fischer's Furniture & Appliance, Inc.	Old National Bank	Waupaca Foundry, Inc.
First Savings Bank	Old National Bank Foundation	Winkler, Inc.
Edward Gerardot	Anthony & Nicole Osborne	Gary & Suzette Zellers
German American Bank		
Jeffrey Hagedorn		
Benjamin & Stephanie Harpenau		

THE LHDC TEAM

35 Years or More of Service

Marian Kleeman

We're Hiring!

30 Years or More of Service

Janet Hutslar
Donna Kleaving

Janet Lubbers

Mary Walton
Sarah Wilson

25-29 Years of Service

Greg Blackford

Mary Cassidy

Arleela Connor

Barbra Hammers

20-24 Years of Service

Martha Aders
Jennifer Brown
Nyoka Doan

Jolene Downs
Julie Hardesty

Dona Hasty
Judy Horn

Amanda Howe
Cindy Lewis
Brenda Meserve

Natalie Polk
Cathy Schaefer
Mary Shekells

15-19 Years of Service

Beth Cassidy
April Crossway
Wendy Cushard

Michelle Gibson
Yvonna Holmes
Tracy Lampert

Janice McClure
Rebecca Owen
Jacob Schwartz

Donna Shaw
Shannon Sprinkle
Antionette Wenzel

10-14 Years of Service

Matt Bocking
Patricia Heatwole
Tiffany Lampert Quinn

Elizabeth Newton
Sandra Parr
Lacey Payne

Carol Reece
Vanessa Sprinkle-Newton
Christy Woods

Kevin Young
Michael Young

5-9 Years of Service

Kelly Andrews
Audrey Batie
Jessica Bryant
Beth Burgess
Randy Dennison
Patricia Digman

Amanda Esarey
Kathleen Ferguson
Angelia Foe
Shelly Forbes
Larry Hanloh

David Knox
Kelly Luker
Nicole Osborne
Tim Schafer
Chris Schafer

Sarah Schwartz
Mariann Smith
Tonya Stillwell
Catherine Stockdale
Carol Taylor
Shana Walton

Up to 5 Years of Service

Amber Atwood
Erika Barco Hernandez
Jordan Barger
Clarissa Barton
Jennifer Bidabe
Michelle Blunk
Katie Bolin
Shay Brager
Megan Branch
Tyler Brown
Jennifer R Brown
Brianna Bruggeman
Barbara Bullington
Ian Chanley
Chrystal Cravens
Robert Crecelius
Daniel Crossway
Sara Crump
Karen Curl
Destiny Dearborn
Mariah DeWitt
Melissa DuPont

Millie Eastridge
Sara Engleman
Gabriela Estrada
Rebecca Evans
Eileen Famer
Rebecca Ferrell
Brandy Foster
Rachel Gatwood
Anthony Graman
Diana Gunterman
Jerri Lynn Hagedorn
Heather Harris
Dana Haughee
Christina Howe
Brett Howes
Brittany Howes
Leesa Huck
Ashley Hutt
Clinton Hyneman
Linda Inman
Christy Jackson
Kendra Kaltofen

Kirk Kellems
Roberta Kenley
Annette Kimball
Rachel Kleeman
Teresa Kochert
Dana Lange
Elizabeth Lasher
Rhonna Lawalin
Raechel Lewis
Megan Linne
Amanda McDaniel
Debra Meunier
Cassandra Miller
Brenda Montgomery
Kimberly Morgan
Michele Mousseau
Debra Mullis
Tiffany Nale
Rosalie Nelson
Kristin Osborne
Ginger Pate
Michele Peter

Misty Peters
Joetta Puvis
Jennifer Rich
Diana Rico-Sandoval
Clarissa Satterfield
Rachel Schaefer
Lisa Schepers
Ashley Seifert
Susan Seifert
Kayla Smith
Jamie Solomon
Monica Stephenson
Aaron Stetter
Lori Stowe
Catherine Stuyvenberg
Sarah Sutton
Martha Thomas
Lori Thompson
Kristen Vickery
Nichole Wheatley
Brittany Zakrjewski

Best Wishes LHDC Retirees.....

LHDC extends best wishes to the following individuals who retired from the agency in 2020, after long and distinguished careers:

Sue Denoncour: former Housing Counselor/Homeownership Specialist, retired March 6, 2020, after 18 years of service! Thank you for your wonderful work. Enjoy your retirement, Sue!

Sharon Kleeman: former Housing Manager and Housing Program Director, retired December 25, 2020, after 41 years of service to the agency! On behalf of all the clients whose lives you have touched during your career, thank you and best wishes, Sharon!

Gary Zellers: former Chief Operating Officer retired on March 6, 2020, after 41 years of distinguished service to the agency! Thank you for your work and many years of valued service. Congratulations and best wishes, Gary!



Sue Denoncour



Sharon Kleeman



Gary Zellers

“Real success is finding your lifework in the work that you love ”

— David McCullough

OUR LOCATIONS



CANNELTON

Cotton Mill Apartments
310 Washington Street
Cannelton, IN 47520
Phone (812) 547-0059; Fax (812) 547-0062

CHANDLER

Chandler Heights Apartments
205 N. Paula Drive
Chandler, IN 47610
Phone (812) 925-7870; Fax (812) 993-5033

CORYDON

Village Apartments of Corydon I & II
1300 Regina Lane
Corydon, IN 47112
Phone (812) 738-2298; Fax (812) 738-4070

Harrison County Head Start
1170 Monroe Street
Corydon, IN 47112
Phone (812) 738-1711
Fax (812) 738-1485

Harrison Co. Early Head Start
P.O. Box 3108
1273 Hillview Drive
Corydon, IN 47112-2270

DALE

North Spencer Head Start
105 Christi Drive
Dale, IN 47523
Phone (812) 937-4125; Fax (812) 937-4594

ENGLISH

Joan Ritchie Center for Community Services, Head Start, and Crawford Co. Early Head Start
508 W. 5th Street
English, IN 47118
Phone (812) 338-2350
Head Start 338-2631; Fax (812) 338-2633

Crawford Co. Housing for the Elderly
524 W. 5th Street
English, IN 47118
Phone (812) 338-2442; Fax (812) 338-9252

Hartford Place Apartments
922 E. Chestnut Drive
English, IN 47118
Phone (812) 338-2963; Fax (812) 338-4242

HOLLAND

Lincoln Manor Apartments
300 S. Meridian Street
Holland, IN 47541
Phone (812) 536-4258; Fax (812) 536-3982

HUNTINGBURG

Lincoln Village Apartments I & II
506 Pleasant View Drive
Huntingburg, IN 47542
Phone (812) 683-4258; Fax 683-4910

LEOPOLD

North Perry Head Start
11180 French Ridge Road
Leopold, IN 47551
Phone (812) 843-4800;
Fax (812) 843-4801

LEAVENWORTH

Ohio View Apartments
318 East State Road 62
Leavenworth, IN 47137
Phone (812) 338-2963

MARENGO

Marengo Housing for the Elderly
525 South Sugar Street
Marengo, IN 47140
Phone (812) 365-2773; Fax 365-9191

Village Apartments of Marengo
285 South Main Street
Marengo, IN 47140
Phone (812) 365-2677; Fax 365-9977

South Crawford Head Start
2675 S. State Rd. 66
Marengo, IN 47140
Phone (812) 365-3177
Fax (812) 365-9197

MILLTOWN

Milltown Housing for the Elderly
115 Spencer Street
Depauw, IN 47115
Phone (812) 633-4415

ROCKPORT

Spencer County Community Service Center, South Spencer Head Start, Spencer County Early Head Start
501 Washington Street
Rockport, IN 47635
Phone (812) 649-5034
Head Start (812) 649-6122;
Fax (812) 649-2249

TELL CITY

Perry Co. Community Service Center and Corporate Office
302 Main Street
P.O. Box 336
Tell City, IN 47586
Phone (812) 547-3435, Fax (812) 547-3466

Country Place Apartments
1027 22nd Street
Tell City, IN 47586
Phone (812) 547-6981
Fax (812) 772-2651

Tell City Housing for the Elderly
824 Washington Street
Tell City, IN 47586
Phone (812) 547-3753

South Perry County Head Start
19th & Tell Streets
Tell City, IN 47586
Phone (812) 547-8463 or 547-9464 or 547-9457, Fax (812) 547-8463

Perry County Early Head Start
321 9th Street
Tell City, IN 47586
Phone (812) 547-4850; Fax (812) 547-4852

TROY

Lincoln Manor of Troy — Duplex
225 Washington Street
Troy, IN 47588
Phone (812) 547-3435

VINCENNES

Knox County Healthy Families
402 North 7th Street
Vincennes, IN 47591
Phone (800) 467-1435
ext. 550 and ext. 551

What community members are saying about LHDC!

Always there to help.

Keep up the good work.

Someone is always there willing to help!!!

Best ever!!

Thank you for all the help!

Thanks and keep it up.

I have only praise for the service.

Very good service.

Just keep doing what you are doing.

I could not thank them enough. Very friendly.

Very nice and helpful. I appreciated this very much.

I've been helped a lot when needed. With my health issues I've really needed people to be in my corner and LHDC has been.



Our commitment to Customer Service:

Providing excellent customer service and treating our customers and others with respect is a priority for Lincoln Hills Development Corporation. We take great pride in our reputation for providing excellent service and strive to provide meaningful service access to all people.



Keep doing what you do!

It's a wonderful service to the community.

They have helped me when I needed it.

The people that work there are kind, caring, honest, and very helpful.

Very friendly.

Lincoln Hills was wonderful to us.

Great job.

They are all awesome! Keep up the good work!!!

You guys are great, and you help many people with what you do.

They helped me so tremendously. I couldn't ask for a better program than LHDC.

The energy assistance program, emergency assistance program, and staff running them were SO VERY nice and didn't make me feel ashamed.

You guys are amazing and help all kinds of people through hard times. It's a blessing what you all do.



Lincoln Hills Development Corporation



Lincoln Hills Development Corporation (LHDC) owns, or provides management services for, housing developments in the following listed communities.

For rental, or other information, contact:

<u>Community/Housing Development</u>	<u>Type</u>	<u>Phone Number</u>
Cannelton (Cotton Mill Apartments)	Family	(812)547-0059
Chandler (Chandler Heights)	Family	(812)925-7870
Chrisney (Chrisney Community Apartments)	Elderly/Handicap	(812)683-4258
Corydon (Village Apartments)	Family	(812)738-2298
English (Housing for the Elderly)	Elderly/Handicap	(812)338-2442
English (Hartford Place Apartments)	Family	(812)338-2963
Ferdinand (Housing for the Elderly)	Elderly/Handicap	(812)367-1156 (812)367-2888
Holland (Lincoln Manor Apartments)	Elderly/Handicap	(812)536-4258
Huntingburg (Lincoln Village Apartments)	Elderly/Handicap	(812)683-4258
Leavenworth (Ohio View Apartments)	Family	(812)338-2963
Marengo (Housing for the Elderly)	Elderly/Handicap	(812)365-2773
Marengo (Village Apartments)	Family	(812)365-2677
Milltown (Housing for the Elderly)	Elderly/Handicap	(812)633-4415
St. Meinrad (Housing for the Elderly)	Family/Elderly	(812)357-2506 (812)547-0059
Tell City (Housing for the Elderly)	Elderly/Handicap	(812)547-3753
Tell City (Country Place Apartments)	Family	(812)547-6981
Troy (Fulton Manor Apartments)	Elderly/Handicap	(812)547-3435, ext. 224
Troy (Fulton Manor Duplex)	Family/Elderly	(812)547-3435, ext. 224

Or, for additional housing information, call 1-800-467-1435, extension 224, or visit www.lhdc.org.

* Rental assistance subsidies are available on many of the apartments listed above.

LHDC administers the Section 8 Rental Assistance Program for the Cannelton Housing Authority. For information on renting (landlords or tenants), call (812)547-3435, extension 234.

LHDC also administers the State Section 8 Housing Choice Voucher Program in Crawford, Gibson, Spencer, Vanderburgh, and Warrick Counties. For information on renting call (812)547-3435, extension 224.