

COMMUNITY SERVICES OF STARKE COUNTY  
ANNUAL REPORT -2011

Community Services of Starke County, Inc., is a not-for-profit corporation whose purpose is to provide services to low-income and senior citizens in Starke County. The major federal funding comes from Northwest Indiana Community Action Corporation, Inc., Crown Point, IN, for aging services; North Central Community Action Agencies, Inc. (NCCAA), Michigan City, IN, for various community services and energy assistance; Kankakee-Iroquois Regional Planning Commission (KIRPC), Monon, IN, for public transportation; and Starke County Emergency Services Board (FEMA) for emergency shelter and utility assistance. Local agencies also contribute funds to match these funds.

**SUMMARY OF SERVICES:**

TRANSPORTATION

**TRANSPORTATION:** Kankakee-Iroquois Regional Planning Commission funds the agency to provide public transportation in Starke County, as well as Pulaski, White, Newton and Jasper counties. Older Hoosier, Title III, and Medicaid also provide funding for elderly, low-income and disabled persons. For every dollar spent on transportation, approximately \$.50 must be raised through fares or local donations.

CSSC has provided 14,682 trips (or 138,347 passenger miles) to 698 unduplicated persons from 1/1/11-11/30/11. Of these trips, 1,053 were Title III trips and Older Hoosier funded trips.

RLS and Associates conducted a compliance review on October 6, 2011 for the Department of Transportation. We have not yet received the results of the review.

The Transportation Advisory Council, chaired by Ben Warren, oversees the transportation program, meeting quarterly to review changes in service, statistical data, costs, revenue, and make recommendations to the Board of Directors on proposed changes in policy. This year the Medical Qualification Program was approved by the TAC and the Board.

The new program requires safety-sensitive personnel (drivers) to have annual physicals.

Fares were increased from \$1.25 per township to \$1.50 per township traveled. Waiting fee in excess of one hour will be \$10.00 per hour.

The 1999 Ford Taurus was auctioned at Osinski's on 2/26/11 and we received \$990.

## ***COMMUNITY SERVICES:***

**INFORMATION AND ASSISTANCE:** Provides access, linkage, and follow-up procedures for persons to all available benefits and services.

We have over one hundred agreements with social service agencies. The agreements state we are aware of the services they provide, and vice versa, and we may make appropriate referrals.

Northwest Indiana Community Action Corporation has implemented the "211" information and referral system for the northwest six counties. We have cooperated by keeping them informed about our services.

An all-new Starke County Resource Manual was prepared by CSSC in September of 2011 and was distributed to over one hundred (100) agencies, churches, physicians, township trustees and other organizations.

Other activities we utilize to assist in providing information and assistance include speaking engagements, participating in the quarterly Partnership Meetings, co-sponsor of the Volunteer Fair in April. We did not hold the Starke Conference on Aging this year but will reschedule in the spring of 2012. We co-sponsor this event with the hospital, and they recommended we delay until spring.

**OUTREACH:** Interventions initiated by an agency for the purpose of identifying potentially hard to reach clients and encouraging their use of existing services and benefits. News releases to the local newspapers and WKVI Radio help reach individuals in need of our services. Distribution of brochures to public places and paid ads help reach clients.

**HEALTH EQUIPMENT LOAN PROGRAM:** A health equipment loan program is offered at no cost to the client. Persons served totaled 194; 54,330 units (days) of service provided.

**FEMA:** The Starke County Emergency Services Board awarded \$12,458 to Community Services to administer Phase 29 program that assists low-income households with utility assistance and food. We normally have the funds in March, but the funding was delayed in Washington; half of the funds were deposited to our checking account on December 9, 2011. We have proposed that \$6,000 be used for utility assistance, \$6,209 for food for the pantry, and \$249 for administrative costs.

Phase 28 audit resulted in two non-compliances, which resulted in Community Services refunding \$90.58 to cover an error on a utility bill. We did not receive any stimulus funds in 2011 to help families in need.

**FOOD PANTRY:** The food pantry (through November 30<sup>th</sup>) helped 3,074 persons (or 912 families) with food boxes. The average number of families per month is about 235 based on the fact that we distributed 2,585 allocations. The numbers have increased significantly since the economic and employment conditions have changed. The United States Department of Agriculture has provided food allocations to assist with the pantry. We are required to match pound for pound the amount of government food we distribute. Reports show that we not only matched the government commodities by 50% but we matched them at 240%. The Food Bank of Northern Indiana in South Bend is the area food bank where we can pay a stipend for food items. Donations of food and money from individuals, churches, Boy Scouts, Bass Lake Lions, Kankakee Valley REMC, Economy Auto, WKVI, Five Star, Hensler's Nursery, Catholic Charities, Kiwanis, business donors, banks, Starke County Community Foundation, Starke United have made it possible for us to continue to meet the demands of the food pantry. Two hundred seventy (270) contributors donated food or money in 2011. Special fundraisers in 2011 included the Pumpkin Drop by Hensler's Nursery and WKVI Radio, the Five Star/WKVI Radio radio-a-thon, SCILL Center car check program, Economy Auto, Boy/Girl Scout drive, and the Bluegrass Jam Fest. Starke County Community Foundation awarded a grant for \$3,500 for food (and/or utility deposits; we spent \$2,590 for food. In addition, the Community Foundation gave us another check for \$3,500 when we were soliciting funds for the pantry. Starke United granted us \$3,500, Operation Roundup sent us \$2,000 - these are just a few of the examples of the generosity of our neighbors.

Agency of the Year Award was given to Community Services by the Foodbank of Northern Indiana. A plaque and \$500 gift card for Gordon Food Services was presented to Cecilia Torres-Bowman at their annual meeting. We feel that we were

honored because of the number of volunteers we have and the donations we receive from so many different places.

**ENERGY ASSISTANCE PROGRAM (EAP):** November 1, 2011 was the beginning of the 2011-12 program applications for all households. The allocation for 2011-12 is \$145,742 for regular EAP, and \$29,509 for crisis EAP. Pre-applications were mailed to senior citizens, disabled households and households with children under the age of five who were eligible for the program last year. Eight hundred thirty-one (831) pre-applications were mailed in October.

We continue to make appointments for the rest of the households that are eligible or for households in a crisis situation where they are disconnected, shutoff, or out of fuel.

The benefit allowance is based on the percentage of poverty level, at-risk household status, and type of dwelling. Households who have electric and heat included in the rent and live in subsidized apartments or homes will not be eligible for energy assistance program. Households that do not have the utility in their name, or a member of the household, landlord's name or power of attorney's name, will not receive assistance for that utility bill.

As of November 30<sup>th</sup>, \$135,580 has been obligated to 515 households under the regular EAP; \$14,820 under the crisis program to 63 households.

The EAP moratorium protects approved applicants from disconnection by regulated utilities between December 1 and March 15.

Energy education and family development programs are components of the energy assistance program. Clients that are eligible for the energy assistance program are given energy education and provided with an energy education kit as long as supplies last. These same households are also case managed by Cecilia Torres-Bowman, Family Development Specialist. We are reimbursed for these activities through North Central Community Action Agency at the rate of \$25.00 per household. Follow-up on the case management portion must be completed before the end of the program year.

**SUMMERFILL PROGRAM:** There was no summerfill program in 2011.

**COOLING PROGRAM:** The summer cooling program provided air conditioners to families in need and a credit of \$50 for all EAP clients. Households served in 2011 totaled 988 with total assistance of \$98,800. Thirteen households received air conditioners. The leveraging program funds of \$3,117.80

were transferred to the cooling program.

**NIPSCO'S CARE HARDSHIP PROGRAM AND DEPOSIT PROGRAM:** For the 2011 program, the CARE program and deposit program replaced the Gift of Warmth and Winter Warmth Programs formerly funded by NIPSCO and its customers. NIPSCO reduces the deposit on gas and electric for EAP households to \$50 for electric and \$50 for gas. The grant we secured from the Starke County Community Foundation helped us pay for half of the deposit required to enable households to get the bills in their own names. We assisted 13 households; total amount expended \$910.00.

The CARE Hardship program will enable us to help families between 150% and 200% of poverty level if they have a crisis situation, such as a disconnect notice or are disconnected. The limit is \$200 per household, and our allocation from NIPSCO is \$15,000. We have entered into an agreement with NIPSCO to administer this program here in Starke County.

**WEATHERIZATION:** Last year, the pre-applications for the weatherization program were taken by CSSC staff and were submitted to North Central Community Action Agencies, Inc. for assessment, application and follow-up. Income guidelines are the same as the energy assistance program. The Weatherization program's goal is to lower energy consumption by the household. Due to reduction in funding, furnace replacements are no longer being done.

**SECTION 8 HOUSING:** Pre-applications for the rental assistance program have been on hold since March, 2003. There were over 200 households on the State's waiting list from Starke County at that time. The voucher program is administered by Northwest Indiana Community Action Corporation.

**TRIAD:** Triad is a program of the National Sheriff's Association that teams local law enforcement agencies, senior citizens and senior organizations to work toward reducing criminal victimization and unwarranted fear of crime affecting older adults.

Indiana's Attorney General, Steve Carter, signed the Starke County charter on October 31, 2006. The group meets quarterly at CSSC's facility preceded by an educational program geared toward one of the goals of Triad. Services provided include pill drops, File of Life, Beacon Flashers, and educational programs. A survey to see if there was a need for Project Lifesaver was completed in the spring of 2010 but future plans are on hold. We need the full cooperation of the police departments and must secure volunteers in order to implement the program. The

participants wear a bracelet which transmits their location to the police department. Nationwide, it has been very successful in locating wandering children or adults within 30 minutes.

**Senior Health Insurance Assistance Program (SHIP)**: Joan Haugh is the SHIP's trained and certified counselor for Starke County. Many senior citizens do not understand Medicare Parts A, B, C and D nor the supplemental plans. The SHIP counselors try and guide them through the maze and explain the services, charges, co-pays, deductibles, etc. to the clients. Three workshops were held this year, one in Koontz Lake, Knox and North Judson to explain Medicare A, B, C, D (prescription drug plan). On November 8<sup>th</sup>, counselors from IU Health LaPorte Hospital came to Knox to assist Joan in helping seniors assess which Part D program would be the best for them. The session was held in the conference room at the hospital.

**Christmas Coordination**: Names are collected and given to individuals or groups that are willing to provide food or toys to low-income families. The coordination avoids duplication to families and helps spread the wealth. To date we have coordinated Christmas giving for 180 families.

**Car Seat Program**: Healthy Families was no longer able to operate the car seat program after 12/1/10, and had requested we consider taking the program over. We had a trained technician, Crystal Boldt, who instructed the parents or guardians on how to properly install the car seats. Community Services wrote two grant requests: Automotive Safety Program (\$2,000) and Starke United (\$1,000). Both of these were funded and we provided 39 car seats for children. Crystal was unable to continue installation and instruction and the IU Health Starke Hospital had begun a program in October of 2011. We received permission from the Automotive Safety Program to give the remaining car seats to the hospital for distribution. Therefore, we are no longer operate the car seat program but make referrals to the hospital.

**Salvation Army**: Salvation Army's representative here in Starke County was no longer able to handle the program, so we were requested by Salvation Army to be the paywriter (check writer) for the program. We would not commit to the bell ringing or fund raising nor would we be required to offer spiritual guidance to families. The Board of Directors agreed that we could take over the check writing for Salvation Army effective September 1, 2011. Due to limited funds, we only write about 3-4 checks per month.

**Emergency funding** may be available to assist the elderly or disabled persons who are in need and have been referred by an agency. Policies state the maximum assistance shall be set at \$100. The funds for this service come from the interest earned on the Certificate of Deposit at First Source Bank. We assisted six (6) households, spending a total of \$535.58.

**TAX ASSISTANCE:** We were fortunate to secure help with tax assistance from VITA volunteers from United Way of Porter County and H&R Block to help the elderly and low-income. A total of 69 clients were assisted.

## **ELDERLY**

**Case Managers:** Many referrals are made to the Area I Agency on Aging case managers assigned to Starke County. Assessment of the individual includes physical and/or mental disabilities, medical needs and financial capability. The case manager determines appropriate services, arranges their provision, develops a plan of care to address the ongoing needs and monitors the person to assure that services continue to meet his/her needs.

The goal is to provide an array of in-home supportive services that allow the elderly and disabled to remain in their homes for as long as possible, thus providing independence and diversion from institutional care.

The case manager also reports cases of adult abuse, neglect and exploitation to Adult Protective Services in LaPorte, and frequently assists in the assessment and resolution of the cases.

**HOME-DELIVERED MEALS:** Nutritionally balanced meals are delivered Monday through Friday by volunteers to clients who have been assessed by the case manager and found to be in need of a home-delivered meal. We have three routes: North Judson/San Pierre; Knox/Hamlet; and Knox/Bass Lake. During the grant year 7/1/10-6/30/11, NWICA contracted with Midland Meals of Monticello to prepare the meals. As a result of funding cuts, we only provided 778 meals from the North Judson site and 1,462 from the Knox site, totaling 2,240 meals, or nine (9) per day average to 18 unduplicated clients. To meet the needs of seniors, we offered private pay meals and served 3 clients in North Judson with a total of 55 meals and 7 clients in Knox with a total of 162 meals. We ask the private pay clients to reimburse us for the cost of the meal only and do not charge them for the

administrative overhead costs. The Emergency Food Advisory Committee has the responsibility to oversee the homebound food program, food pantry, and emergency food policies, adhering to government regulations. Pat Zobrist is chairperson of this Committee.

**LEGAL SERVICES:** Northwest Indiana Community Action Agency entered into a contract with Indiana Legal Services, Inc. to provide group and individual legal counseling to low-income senior citizens in Starke County. Legal Services conducted a workshop at the Knox facility in 2011.

**DISEASE PREVENTION/HEALTH PROMOTION:** Northwest Indiana Community Action Corporation funds us to provide services to include wellness or health assessment, nutrition and health education programs to provide disease prevention or health promotion services at multipurpose senior centers or through the home-delivered meal program. We coordinate these sessions with Purdue Extension staff, retired nurses, pharmacists, physicians and the senior center managers. Due to funding cuts, this service was eliminated effective 7/1/10.

**HOMEMAKER:** Two full-time homemakers, Wanda Moore and Shirley Janiszewski, and two part-time homemakers, Wanda Biddle and Judy Newnum, provide services to the elderly and disabled in order to keep their homes in a healthy and safe condition. Persons must be income eligible and demonstrate a need for the service. Summary for grant year with Title IIIB funds, 7/1/10-6/30/11: 2,759 hours of service to 29 clients.

Community Services became a licensed Personal Services Agency by the Indiana Department of Health on December 1, 2009. We renewed this licensure for 2011-12. Under this license, we may provide companion service, homemaker and attendant care.

**HANDYMAN:** Northwest Indiana Community Action Corporation has not sent any care plan referrals this past year.

**NUTRITION AND SUPPORTIVE SERVICES:** Community Services of Starke County operates two senior centers in the county: 311 E Culver Road, Knox, and 105 E Talmer, North Judson. Meals are served at noon at both sites; in addition, socialization, health screenings, exercise, Wii Sports, support groups and activities take place.

Marilyn 'Sue' Hewlett is the manager for the Knox Senior Center; Laura Mihalich manages the North Judson Senior Center.

On January 1, 2005, legislation required that each facility that serves food have a certified food handler on site, trained on the ServSafe Program but then a waiver was given to senior centers, churches and non-profits. However, NWICA now requires each site to have a ServSafe certified person at each site. Both site managers attended classes, and Laura Mihalich was certified for the North Judson facility and in June, 2011, Sue Hewlett received her certificate.

NWICA'S suggested donation for the congregate meal is \$2.00 per meal.

Local cash is required to match the federal funds; both sites have helped with this endeavor by either collecting funds, helping with the rummage sales, holding bake and craft sales. Volunteers assist the manager in daily operations and fund raising.

We contracted with NWICA for 7,200 meals from 7/1/10 through 6/30/11; we served 2,061 meals in North Judson and 3,530 in Knox, totaling 5,591 for the grant year with the daily average being 23. Clients served totaled 127. The allocation for Knox is 17 meals per day and 12 at the North Judson site. For the last half of 2011, the number of meals is meeting the allocation of 29 meals per day.

Advisory Committees exist at each site to help recommend policy, settle problems, assist with fund raising and plan activities.

**COMMUNITY WORKSHOPS:** Applications must be made to Northwest Indiana Community Action Corporation six weeks prior to the quarter the programs are being held. In 2011 we requested \$16,500 for twelve (12) workshops, but completed eleven (11) and secured \$13,180 to cover expenses. Denials from NWICA based on the program content and/or goal prevented us from claiming the balance of funds allocated.

**STAFFING:** Current staff include: Joan Haugh, Executive Director; Janet Palmer, Administrative Assistant; Cecilia Torres-Bowman and Patricia Minix, Program Coordinators; Marilyn Sue Hewlett and Laura Mihalich, Nutrition Site Managers; Gail Staerkel, Dispatcher/Driver; Rose Raderstorf, LaVelle Richie, Wade Wrezinski, Charles Fort, Timothy Fort and Ron Kajer, Van Drivers; Wanda Moore, Shirley Janiszewski, Wanda Biddle and Judy Newnum, Homemakers; Rhonda Overmyer and Charmaine Dunkel, Intake Workers.

## **ADMINISTRATION**

The administrative concerns are addressed in the following management systems:

1. AUTOMATION - The Automation Management System provides for the corporation's collection of data, data entry, data processing, office communications requirements and reporting of financial and client services data. CITRIX (NAPIS) was used to track elderly clients and service until October of 2011. SAMS program is now being used as recommended by Northwest IN Community Action Corporation. Roeing installed a software program for the energy assistance program for 2005-06 which we are still using in 2011. The energy assistance applications are entered into the web site that feeds directly to the State office. Locally, we secure the services of Richard June to maintain our hardware and install software (when necessary). Quick Books Pro 2012 has been installed for financial and payroll systems. Embarq is our DSL provider and email address, but will be changing to Century Link when Century Link makes the change. The director's email is [jhaughcssc@embarqmail.com](mailto:jhaughcssc@embarqmail.com). Each administrative staff has their own email address. Phone system, Nortel Networks is the name of the phone system we installed in 2003.

North Central Community Action Agencies, Inc. which covers Starke, Pulaski and LaPorte Counties, was chosen as one of five pilot client tracking system in the State. We attended training, began entering all clients into the Client Tracking module, but have ceased (with the permission of NCCAA) until the system is able to track for each county the statistical data.

2. ACCOUNTING - The Accounting Management system is based on fund accounting principles. The focus is the accounting and reporting on the receipt and use of all funds in accordance with generally accepted principles (GAAP) and funding source requirements. The chart of accounts is in place that meets the GAAP standards. Quick Books Pro is the software used for accounting purposes.
3. AUDIT - Comer, Nowling and Associates of Carmel, IN was hired to perform the 2010 audit. We received an unqualified audit. The State Board of Account's annual entity report was completed by Joan Haugh; the 990 tax form and NP-20 state tax form were completed by Comer,

Nowling and Associates and filed in a timely manner.

4. FINANCIAL MANAGEMENT - This system involves the management of funds coming into the agency and the control of expenditures within the budget. The 2011 budget for the agency is \$585,448; if inkind is included, the total budget would be \$672,488. Federal funds comprise 50.2% of the budget, state funds, 8.0%, cash match and local cash, 28.8% and inkind, 13.0%. Fiscal Policies and Procedures Manual is followed by the staff to manage funds.
5. PERSONNEL MANAGEMENT - This system is to provide and communicate policies, procedures, and maintenance of personnel records necessary for effective recruitment, screening, training, evaluation and disposition of all paid staff and their fringe benefits. The Personnel Committee reviewed the Employee Policy Manual in 2011 and changed the policy which was approved by the Board of Directors on 2/17/11 to include the fact that cell phones are forbidden to be used when driving.

No changes made to the Substance Abuse Policy or the drug and alcohol policies since 11/18/10.

As stated under the Transportation section, the State of Indiana is mandating all public transportation providers' safety-sensitive staff to undergo annual physicals. Public Safety Medical is the company the IN Department of Transportation chose to administer the physicals. We signed the agreement in August; the first physicals are scheduled for January 5 and 6, 2012.

6. PURCHASING AND PROPERTY MANAGEMENT - This system is to effectively secure and safeguard the corporation's equipment, property and supplies, while insuring accuracy of the related records. We maintain a master vendor list in Quick Books and updated the fixed assets record in August of 2011 on an Excel spreadsheet.

Facility Development - The maintenance of existing property with respect to relevant codes, rules, safe working conditions, proper insurance coverage and plans for improvements that need to be perused annually.

A maintenance plan was developed in the spring and is 95% completed. Main improvements were the paving of the Knox parking lot and touchup painting.

The Knox Senior Center and the office area both located at 311 E Culver Road, Knox, meet the requirements of the ADA, and are maintained regularly to insure a healthy and

safe work environment for both staff and clients. We contract with Virgil Noble for snow plowing at Knox.

North Judson Nutrition site is located at 105 E Talmer St. We have an agreement with Doug Wilde to plow snow for \$25.00. David Altman donated grass cuttings, hedge trimming and herbicide spraying.

The 6-bay garage is leased to us from Kankakee-Iroquois Regional Planning Commission for \$1.00 a year under a 50-year lease agreement.

7. MONITORING - The Monitoring Management System is to measure the progress toward meeting the goals and objectives of the corporation, keeping abreast of service delivery units compared to what was contracted for the year. Every month the Board of Directors and funding sources receive a statistical report that shows the units provided and clientele served. The annual report also reflects the same to the general membership. Each employee is advised of the number of units expected to be provided by them in the performance of their job.

Advisory Committees meet quarterly to review service statistics and reports.

8. PLANNING AND RESOURCE DEVELOPMENT - Planning for future growth and securing funds to operate programs fall under this category. Funding sources shown in the budget must be monitored to ensure receipt of all monies.

The Starke County Commissioners, City of Knox, Starke United, Township Trustees, Operation Roundup, Starke County Community Foundation, NIPSCO, churches, businesses, organizations and individuals assist in providing necessary local cash.

Fundraisers are held to meet cash requirements to operate quality programs. During 2011, the staff and volunteers held two rummage sales making \$3,061. The Knox site participants held bake and craft sales and helped with the rummage sale. Also, the Bass Lake Lions held a BBQ Chicken sale for CSSC in August, and we realized a profit of \$1,112.

Leasing of the Knox and North Judson facilities for evening use and weekend gatherings help secure funds to support the ordinary operating expenses. Total revenue as of November 30<sup>th</sup> for the Knox site was \$5,100 and for the North Judson site \$770.

Resources also include volunteers. The volunteer corps allows us to provide services to clients without sacrificing quality. The eight faithful volunteer receptionists plus six regular food pantry volunteers, plus the score of home-delivered meal drivers and the senior center volunteers are vital to the program operations.

Experience Works, Inc. provided a maintenance worker for the Knox facility until July of 2011. Lack of funding has prohibited them from filling the position.

9. GRANTS MANAGEMENT - The Grants Management System is the preparation, submission, and implementation of all grants and contracts in compliance with funding source requirements. The financial report distributed to board members each month indicates dollars received and expended in each funding source. NWICA, KIRPC and NWICA all require submission of monthly claims detailing the provision of services or the expenses incurred. Timely responses are also required for grants from the Emergency Services Board, Starke United, and Starke County Community Foundation.
10. PUBLIC RELATIONS - Maintain a positive image of the corporation and establish and maintain communications with the clients, community and funding sources.

CSSC issues a quarterly newsletter to the general membership, board and staff. The 2011 membership is 313 individuals.

Advertising and news releases are vital to reach the public. The Leader, South Bend Tribune, Market, Review, Newshawk, Starke County Chamber of Commerce, and WKVI have been very cooperative in helping spread word about programs and services.

Community participation and involvement help increase awareness of the services, as well as the needs existent in the area. Board members, staff and volunteers represent the agency in the following organizations: Northwest Indiana Community Action Corporation, North Central Community Action Agencies, Inc., Trustee Association, Starke County Emergency Services Board, Starke United, Catholic Charities of Northwest Indiana, St. Vincent de Paul Society, Ober Arbor Gleaners Club, Salvation Army, Bass Lake Lioness, Starke/Pulaski Habitat for Humanity, Knights of Columbus, Starke County Chamber of Commerce, Triad, and

several other organizations and churches in Starke County.

11. COMMUNITY ORGANIZATION - Fostering an organized community support base for the agency is important and required by several funding sources. As noted above, most services have an advisory committee, and a board member serves on the standing committees: Planning/Public Relations, Personnel, Evaluation, Membership and Finance. The Board of Directors is also comprised of members from every township, and represent equally the private, public and community (low-income) sector.

12. EVALUATION - This system serves as a tool for the corporation to compare its planned activities with actual performance. The Board's Evaluation Committee performs an annual appraisal of the agency's program services and administrative functions. Surveys were sent to senior citizens to assess the effectiveness of the elderly programs, transportation surveys to riders, and community service surveys to food pantry and energy assistance clients are reviewed by the committee. The Committee also receives compliance reviews by the funding sources.

One of the tasks required is an annual review of the agency's by-laws. The Board's Evaluation Committee performs this function annually and recommends the Board of Directors amend any changes if necessary. In 2011 there were no changes in the bylaws

**COMMENTS:** Any comments on the above information may be presented to any member of the Community Services of Starke County's board or administrative staff for further clarification.

Submitted to the General Membership on  
12/15/11 by:

Joan Haugh, Executive Director

**BOARD MEMBERS AS OF 12/31/11:**

- Judy Ahlenius, President
- Joan Chesak, Vice President
- Patricia Zobrist, Secretary
- Frank Skronski, Treasurer
- Ione Moore, Perry Thompson, Ursula Smrt, Ben Warren, Arlene Sellers, Judi Meissner, John Schwenk, Harold Weitgenant, Mary Ann Vische, Sandy Santacaterina, Joe Guardiola, Members

## **PROGRAM PLANS FOR 2012**

Plans for 2012 include the continuation of services listed in the annual report with the following alterations:

**FACILITY MAINTENANCE:** Prepare a maintenance plan for 2012 for both facilities by evaluating the condition of the sites. We have been advised that the roof over the food pantry needs to be replaced. Estimated costs of repairs and sources of revenue will be determined after the assessment is completed and reviewed by the board.

**ELDERLY:** Consider expansion of homemaker services to elderly with the companion and attendant care programs, and consider private-pay services for these as well as the homemaker program.

**TRANSPORTATION:** If state funding cuts in 2013 still exist after the General Assembly meets, the Advisory Committee will need to assess how either obtain other revenue or how we cut service.

Medical Qualification Program policies implemented.

**FINANCIAL MANAGEMENT:** Secure bids for new auditor.

**FOOD PANTRY:** New roof over pantry. Expand volunteer base.

**HOUSING/HOMELESSNESS:** Continue to see if issues of homelessness and housing for low-income households can be addressed.

**TRIAD:** Complete analysis to see if Project Lifesaver is a viable project to undertake here in Starke County.

**STARKE CONFERENCE ON AGING:** Plan event for the spring in coordination with IU Health Starke Hospital.

**STATISTICAL TRACKING:** Client tracking software will be implemented once the problems are solved.

**AUTOMATON:** New computer for Energy Program Coordinator.

Joan Haugh,  
Executive Director

Cc: NWICA, NCCAA, KIRPC, Board Members and Staff