

COMMUNITY SERVICES OF STARKE COUNTY
ANNUAL REPORT -2012

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. 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 13,695 trips (or 125,640 passenger miles) to 758 unduplicated persons from 1/1/12-11/30/12. Of these trips, 790 were Title III trips.

RLS and Associates conducted a drug and alcohol compliance review on July 20, 2012 for the Department of Transportation. The findings were insignificant and were addressed to their satisfaction.

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 Drug and Alcohol policies were updated and approved by the TAC and the Board. The main concerns for the Committee are funding for 2013 since we will incur a cut of 24.3%

in federal funding. We also must be narrowbanding compliant by January 1, 2013, and the storm in July caused our antenna to topple; we will be installing a new tower on the County Highway Garage tower.

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 July of 2012 with the help of Ivy Tech intern Ron McClory which was distributed to over one hundred (100) agencies, churches, physicians, township trustees and other organizations, many of them by email.

Other activities we utilize to assist in providing information and assistance include speaking engagements, participating in the quarterly Partnership Meetings. We held the Starke County Health Fair on May 4th at the Knox Community Center; the hospital and NWICA co-sponsored the event.

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 203; 58,745 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 helped five families with utility assistance in the amount of

\$884.94; 810 individuals with food from the pantry spending \$11,324.06 and received \$249 to cover administrative costs.

Phase 30 funds were allocated December 19, 2012. At this writing, the awarding of these dollars had not been decided.

FOOD PANTRY: The food pantry (through November 30th) helped 3,117 persons (or 892 families) with food boxes. The average number of families per month is about 244 based on the fact that we distributed 2,682 allocations. We received donation of 69,388# and distributed 81,164#. 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 have exceeded that number. 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, 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 2012 included the Pumpkin Drop by Hensler's Nursery and WKVI Radio, the Five Star/WKVI Radio radio-a-thon, SCILL Center car check program, Alco, Economy Auto, Boy/Girl Scout drives, and the Bluegrass Jam Fest.

Rhonda Overmyer was promoted to Program Coordinator in October and oversees the food pantry program, and is assisted with extremely valuable volunteers.

ENERGY ASSISTANCE PROGRAM (EAP): November 5, 2012 was the beginning of the 2012-13 program applications for all households. The allocation for 2012-13 is \$235,993 for regular EAP, and \$31,892 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. Six hundred thirty-three (663) 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.

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

Energy education is a component 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. We are reimbursed by North Central Community Action Agency at the rate of \$25.00 per household.

SUMMERFILL PROGRAM: There was no summerfill program in 2012.

COOLING PROGRAM: The summer cooling program provided ten households with new air conditioners and a credit of \$65 was issued to all eligible EAP clients plus they received an additional \$85 benefit because funds remained in the program.

NIPSCO'S CARE HARDSHIP PROGRAM AND DEPOSIT PROGRAM: For the 2012 program, the CARE program provided their customers that were EAP eligible with a discount on the gas usage from time of notification of the benefit until May 31st. In addition, NIPSCO reduced the deposit on gas and electric for EAP households to \$50 for electric and \$50 for gas.

The CARE Hardship program provided assistance to families that were between 150% and 200% of poverty level if they have a crisis situation, such as a disconnect notice or were disconnected. The limit was \$200 per household, and the allocation from NIPSCO is \$15,000; we administered the program and allocated \$2,934.96 to seventeen (17) households (or 44 individuals).

NIPSCO'S GIFT OF WARMTH PROGRAM: NIPSCO reinstated the matching funds program, Gift of Warmth, in 2012. We helped six (6) households with a total amount of \$676.04.

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 was 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 met quarterly at CSSC's facility preceded by an educational program geared toward one of the goals of Triad. However, with little or no participation from the emergency personnel (Police and Fire Departments), the members decided to disband since Community Services said they would continue to provide the File of Life, Beacon Flashers, and educational programs. The members also agreed that with the remaining funds, a facsimile of a postal box would be put in the County Sheriff's Office for the disposition of expired and unused medications.

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. Individual sessions were provided this year.

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. With the help of Lori Dunning, volunteer, to date we have coordinated Christmas giving for 562 children.

Salvation Army: Salvation Army's representative here in Starke County was no longer able to handle the program after August 1, 2011, 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. In 2012, we were able to help 45 households; total assistance was \$3,067.51. The limit of \$50 per household was increased to \$100 midyear.

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 five (5) households, spending a total of \$466.17 plus we reimbursed the energy assistance program for two non-compliance issues, totaling \$790.00.

TAX ASSISTANCE: The Henry F Schricker Library enlisted the assistance of VITA volunteers from United Way of Porter County, so we made referrals to them instead of space at our facility.

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 two routes: North Judson/San Pierre and Knox/Hamlet/Bass Lake. During the grant year 7/1/11-6/30/12, NWICA contracted with Midland Meals of Monticello to prepare the meals. As a result of funding cuts, we only provided 1,805 meals to 11 clients throughout the county. Of these, 21 meals were CHOICE funded. To meet the needs of seniors, we offered private pay meals and served 16 clients with a total of 884. 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.

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, 7/1/11-6/30/12: 2,565 hours of service to 36 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.

FOCAL POINT SERVICES: Focal point is a visible community organization where any individual can obtain information and assistance related to services offered by Northwest IN Community Action Corporation. Required activities should include public education, outreach, training, marketing and community priorities. Community Services coordinated with NWICA for the Safe at Home Project on October 6, 2012, and this event will meet 50% of the requirements.

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. Marilyn Sue Hewlett and Laura Mihalich, site managers, have been certified.

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 7/1/11 through 6/30/12; we served 6,670 meals total at both senior centers in North Judson and Knox. The average meals served each day was 27. Clients served totaled 118. The allocation for Knox is 17 meals per day and 12 at the North Judson site. Advisory Committees exist at each site to help recommend policy, settle problems, assist with fund raising and plan activities.

Restaurant Voucher Program: Effective October 1, 2012, the restaurant voucher program started at Country Roads Restaurant in Koontz Lake. The seniors sign up for the meals on a first-come, first-served basis. We received a waiver to issue 10 vouchers per month instead of the usual 20 per month. The menus are approved by NWICA's dietician; the donation for each meal is \$2.00; breakfast or lunch may be chosen each day. We have been allocated 1,750 meals for the period 7/1/12 through 6/30/13. The program is being well received in the Koontz Lake area.

STAFFING: Current staff include: Joan Haugh, Executive Director; Janet Palmer, Administrative Assistant; Rhonda Overmyer 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, Jack Wise and Ron Kajer, Van Drivers; Wanda Moore, Shirley Janiszewski, Wanda Biddle and Judy Newnum, Homemakers; and Charmaine Dunkel, Intake Worker.

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 2012. The energy assistance applications are entered into the web site that feeds directly to the State office. Quick Books Pro 2012 has been installed for financial and payroll systems. Embarq is our DSL provider and email address provider. The director's email is 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 had ceased data entry when we did not see how it would benefit our agency. Notice was received this year that we will not be required to use the Central Tracking system.

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 2011 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 2012 budget for the agency is \$559,538; if inkind is included, the total budget would be \$638,758. Federal funds comprise 49% of the budget, state funds, 8.0%, cash match and local cash, 31% and inkind, 12%. Fiscal Policies and Procedures Manual was updated in 2012 to meet some of the suggestions of the auditor.
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 2012 but did not make any changes.

The revised Substance Abuse Policy was approved by the Transportation Advisory Committee and the Board with an effective date of 11/15/12.

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. The physicals for 2012 were completed on December 11th and 12th.

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 on December 18, 2012 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 summer and the main improvements were a new roof at 311 E Culver Road, new a/c unit for the Knox Senior Center, new tile in the Knox senior center, new carpeting in the North Judson site plus painting of the Knox senior center. New exit signs and emergency lighting had to be replaced at Knox. The North Judson Senior Center chairs needed reupholstered. Ober-Arbor Gleaners Club donated \$2,000 towards the a/c unit and paid for the carpet at the North Judson site. Lowe's donated the tile and Lowe's employees installed it at no cost to us. Kankakee Valley's Operation Roundup Program awarded \$5,000 towards the cost of

our roof. Key Bank employees helped paint the Knox Senior Center.

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 2012, the staff and volunteers held two rummage sales making \$2,822. The Knox site participants held bake and craft sales and helped with the rummage sale. The Victorian Tea netted a profit of \$2,508.50.

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 30th for the Knox site was \$4,997.50 and for the North Judson site \$1,025.

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.

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 2012 membership is 257 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 2012 the Elderly Services Sub-Committee was removed from 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
12/20/12 by:

Joan Haugh, Executive Director

BOARD MEMBERS AS OF 12/31/12:

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

PROGRAM PLANS FOR 2013

Plans for 2013 include the continuation of services listed in the annual report with the following alterations:

FACILITY MAINTENANCE: Prepare a maintenance plan for 2013 for both facilities by evaluating the condition of the sites.

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

TRANSPORTATION: Develop a plan to either increase revenue or income or reduce services in order to adjust to the 24.3% federal funding cut for transportation.

FINANCIAL MANAGEMENT: Secure bids for auditor.

FOOD PANTRY: Expand volunteer base; seek new sources of food or funds.

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

HEALTH FAIR: Hold the annual event on 5/4/13 in coordination with IU Health Starke Hospital and NWICA.

AUTOMATON: Continue to replace lost files.

Joan Haugh,
Executive Director

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