



# COMMUNITY ACTION PLAN

Program Year 2020

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## 2019 COMMUNITY ACTION REPORT

### 2019 AGENCY INFORMATION

In 2019, Area IV Agency on Aging and Community Action Programs, Inc. (Area IV Agency) had 76 employees.

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### MANAGEMENT ACCOMPLISHMENT

Area IV Agency considers its transition of the Transportation Program from volunteer to paid drivers to be the top management accomplishment in 2019. The agency's Executive Director, with guidance from the Indiana Department of Transportation (INDOT), realized having volunteer drivers for transportation was not best serving individuals in our community. Transportation services were being determined by the schedules of volunteers rather than by the demands of individuals and the community. Area IV is in the process of restructuring its Transportation Program, starting with rural Tippecanoe County. The eventual goal of the program is to provide regional transportation services utilizing paid drivers and with a combination of funding along with accepting Medicaid coverage for the provision of medical trips to access treatment and care for Disadvantaged Families, Children, Disabled Individuals and Seniors.

This process has required an extensive overhaul of the Transportation Program. While this process is not yet complete, the belief is transportation will provide access to community and medical services to individuals who reside in rural Tippecanoe County, which has an identified need for this service. Future planning may well address some of the rural counties that surround Tippecanoe County.

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### BOARD VACANCIES

A board representative for Warren County resigned in April of 2019; however, this vacancy is a representative of our Area Agency on Aging and not Community Action. Area IV is in the process now of onboarding a representative of this county.

## 2019 SERVICES

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### CSBG-REQUIRED SERVICES OR REFERRALS

Area IV Agency provides referrals to individuals for the following services:

- Referrals for custodial parents in single-parent families to Child Support Offices for services if needed
- Referrals for employment and career training services
- Referrals to additional resources for low-income families who experience financial crisis
- Referrals to additional agencies, if needed, which provide supplies, nutritious foods and related services to counteract the conditions of starvation and malnutrition among low-income individuals

Area IV Agency also supports activities that strengthen and improve relationships with local law enforcement agencies.

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### INCOME ELIGIBILITY VERIFICATION

Area IV Agency completes income verification for all individuals receiving services. However, there are services which have a limited intake procedure and participant income cannot feasibly be verified.

Listed below are the instances in which participant income would not be verified as part of the limited intake procedure:

- Services are provided on a group, rather than individual, basis and circumstances indicate that those benefiting are likely to meet CSBG income eligibility requirements
- Services are provided on an individual basis but circumstances make it impossible or impracticable to obtain income documentation and indicate that those benefiting are likely to meet the CSBG income eligibility requirements and/or that the services facilitate linkages and coordination of services to low-income people in the community
- Services are intended to increase community awareness of or involvement in poverty issues

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### INNOVATIVE APPROACH

Area IV is currently in the process of completing construction on the H38 East Apartments in Lafayette. These apartments are part of the Moving Forward 2.0 initiative, which aims to break the cycle of generational poverty. This goal will be accomplished by providing residents with linkages to education opportunities, workforce development, life skills coaching, transportation, affordable childcare, and asset building programs. This is also a solar and geothermal project. CSBG funds were utilized to purchase and set up classrooms and the technology lab, employment training materials, and community garden development materials and education.

Area IV Agency is partnering with the Indiana Housing and Community Development Authority (IHCDA), RealAmerica, City of Lafayette, Region 4 WorkForce Development, Ivy Tech, Lafayette Adult Resource Academy, Purdue Extension, Master Gardeners, Tippecanoe County Health Department, YMCA, Wabash National, Kirby Risk, Subaru, Valley Oaks, Homestead Counseling Services, and Faith Community Services.

Construction of the apartment buildings are expected to be completed in December of 2019, and applications are currently being accepted.

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## **CONTINUOUS IMPROVEMENT**

Area IV Agency made the decision to restructure its Transportation Program after receiving feedback from the state, and local needs assessments wherein transportation was indicated to be amongst the top priorities for members of our communities. As a result, Area IV Agency is working to rebuild the Transportation Program, starting with rural Tippecanoe County, and moving from volunteer drivers to paid drivers. This change is expected to better meet the community needs by increasing access to medical care, food and community resources. There are a number of partners in the expansion of Transportation Services.

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## **LINKAGES**

Area IV Agency utilized the Community Needs Assessment and Customer Satisfaction Surveys to determine areas where linkages are needed. An outreach tracking tool was developed to track the information being provided to the public and the number of people reached through outreach activities. Area IV Agency also created a Community Resource Guide to provide linkages for community members of all ages and backgrounds to available resources. Several Memorandum of Agreements were established to increase linkage to Work Force Development, Education, Counseling and more.

## 2020 COMMUNITY ACTION PLAN

### OVERVIEW

#### COMMUNITY ACTION 3 NATIONAL GOALS



## 2020 SERVICES

### ADDRESSING TOP COMMUNITY NEEDS

Area IV Agency is basing the top-identified needs from a regional Community Needs Assessment completed in 2018. Listed below are the top-five identified needs in our communities and Area IV Agency services which address those needs:

#### Need One: Affordable Housing

##### Area IV Agency Services:

- Housing Choice Voucher Program (also known as HUD or Section 8)
- H38 East Apartments (Workforce Development Housing)
- Otterbein Commons Apartments

#### Need Two: Affordable Healthcare

##### Area IV Agency Services:

- State Health Insurance Program (SHIP) Counseling
- Home-Based care for elderly and disabled individuals

#### Need Three: Affordable Childcare

##### Area IV Agency Services:

- Park Place Learning Center
- Woodlawn Pre-School
- Memorandum of Understanding (MOU) for childcare for residents of H38 East Apartments

#### Need Four: Utility Assistance

##### Area IV Agency Services:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

#### Need Five: Job Skills Training

##### Area IV Agency Services:

- Employment training at H38 East Apartments
- Established Memorandum of Understandings (MOUs) with Ivy Tech and the Lafayette Adult Resource Academy (LARA)

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## **PARTNERSHIPS/LINKAGES**

### **AREA IV AGENCY PARTNERSHIPS**

#### WorkForce Development (Community Organization)

- Area IV Agency has a membership to the Hoosier Heartland Partner Referral System, which connects numerous agencies to replace the informal referral process and provide a mechanism for direct, intentional referrals and create a seamless environment for customers. This provides partners with a way to coordinate their efforts.

#### Habitat for Humanity (Community Organization)

- Area IV Agency has established a ramp-building partnership using volunteers labor for low-income homeowners

#### Rotary Club of White County in Monticello (Community Organization)

- Area IV Agency has established a ramp-building partnership using volunteers labor for low-income homeowners

#### YMCA (Community Organization)

- Area IV Agency has established a Memorandum of Understanding (MOU) to provide access to affordable childcare for residents of H38 East Apartments

#### Ivy Tech Community College (Education Center)

- Area IV Agency has partnered with Ivy Tech Community College to develop of on-site classrooms at H38 East Apartments for residents

### **COLINKAGES TO FILL SERVICE GAS**

#### Service Gap: Transportation

##### Strategy to Address Gap in Service:

- Area IV Agency will restructure of Transportation Program to serve Tippecanoe County with the goal of Area IV being a region-wide transit provider and will partner with County Commissioners.

#### Service Gap: Utility Payment Assistance

##### Strategy to Address Gap in Service:

- Area IV Agency has updated its Energy Assistance Program outreach plan to reach more individuals in need of assistance in under-served communities.



Service Gap: Caregiver Resources

Strategy to Address Gap in Service:

- Area IV Agency is working to expand its family caregiver resources to provide increased technology access to individuals giving care and lessen stress levels.

#### **LINKAGES TO AVOID DUPLICATION**

Area IV Agency has linkages to organizations that can provide services that Area IV Agency does not provide. During an individual's intake for services, Area IV uses a holistic approach to determine the full extent of their needs. Area IV will also refer individuals to other programs and services within our agency.

For example, Area IV coordinates the Ramp-Up Indiana Program in eight service counties including Benton, Carroll, Clinton, Fountain, Montgomery, Tippecanoe and White. This program is limited to homeowners and traditional dwellings. If an individual rents their home or resides in a mobile home, Area IV has developed a partnership with the organization Servants at Work (SAWs), who will build ramps for those individuals. If SAWs receives an inquiry for a ramp build, and the individual resides in our service region and they own their own home, they will refer those individuals to our Ramp-Up Indiana Program to avoid unnecessary service duplication.

## OFFICE LOCATION AND CONTACT INFORMATION

### **Main Location**

Address: 660 N 36<sup>th</sup> Street, P.O. Box 4727

City: Lafayette

Zip Code: 47903-4727

Phone Number: 765-447-7683

### **Executive Director**

Name: Elva James

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### **Finance Manager (Contact Person)**

Name: Julie Hackerd

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### **CSBG/Community Programs Manager**

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