



**H O P E  
R E S P E C T  
D R E A M  
C H A N G E**

District 7 HRDC Community Action Agency

**2015**  
Annual Report



## OUR MISSION

To empower people in need through mobilizing and developing community resources by creating opportunities for success in Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone counties.

## OUR VISION

To implement programs that improve access to opportunities that promote and encourage self-reliance and economic independence.

Dear Community Members,

The year 2015 was rewarding in so many ways. Through our staff's hard work and dedication, HRDC was able to provide life-changing services to more than 7,000 families. We helped families afford quality child care; provided employment and training services for individuals who previously had none; assisted a record number of students with furthering their education; administered energy assistance funds for low-income residents totalling over one million dollars; offered education and incentives for financial planning activities. Also, with the help of the community, we launched The Home Center, where participants can make the dream of home ownership become a reality.

We are grateful to all those who continue their support of HRDC and our services. Together we are committed to continue to respond to the unique needs of members of our communities. Your gifts to HRDC change people's lives in enduring ways.

Gratefully,



Chief Executive Officer

## BOARD OF DIRECTORS

Troy Boucher Board Chair, Boucher & Associates

Jon Brown Farmers Union Insurance

Sydney Fitzpatrick Big Horn County Commissioner

Vera Jane He Does It Big Horn County

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Dennis Shupak Stillwater County Commissioner

Marcia Spano Project Hope

James Thompson Yellowstone County

Ryan Van Ballegooyen Board Vice Chair, Billings Job Service

Mark Vinger Montana-Dakota Utilities

# WHO HRDC SERVES

Who were the individuals who came to HRDC for assistance in 2015?

**50%** of the people we serve were under the age of 23.

**One third** were single mothers.

**25%** had no health insurance.

**One fifth** lived at below 50% of poverty level.

**35%** were minorities; **13%** were disabled.

**80%** had at least a high school education.

**One third** owned their own home.

## OUR IMPACT

HRDC delivers programs and supportive services which encourage self-sufficiency and community collaboration. HRDC believes community action changes people's lives, embodies the spirit of hope, improves communities, and makes Montana a better place to live.

Together with our committed partners, generous funders, dedicated staff, and community leaders, we can restore **HOPE** by extending **RESPECT**, encourage **DREAMS** of a better future, and ultimately **CHANGE** the economic and social landscape of our communities.

# CHILD CARE

## Child Care Assistance

With child care costs as much as \$9,000 a year for Montana families, this expense can seem insurmountable - often nearly half of a parent's income. HRDC administers the state of Montana's Best Beginnings Childcare Scholarship program in our five county service area. Scholarship recipients must meet specific work and income requirements and attend a licensed child care center; registered group center; family child care home; or legally certified child care provider.

**1,437** families obtained child care through the Best Beginnings Scholarship program.

**2,301** children were provided with a safe, healthy child care setting.

**\$6,116,942** subsidized low-income kids at qualifying child care providers and facilities.

## Early Childhood Provider Services

HRDC provides oversight and an array of resources to ensure child care providers are given the tools they need to remain compliant with state regulations while delivering safe, affordable, and quality services.

**88** trainings were offered to licensed child care professionals.

**574** hours of classroom training were attended.



## Child and Adult Care Food Program (CACFP)

HRDC administers the CACFP for the Montana Department of Health and Human Services in our region. This program reduces the costs of child care while ensuring children receive healthy and nutritious meals.

**77** licensed child care providers enrolled in the CACFP.

**1,067** children were served nutritious meals while attending a child care facility last year.



## EDUCATION

### Alternative Education

Earning a High School Equivalency Test (HiSET) certificate is the first step in breaking the poverty cycle. HRDC offers one-on-one, self-paced tutoring for low-income individuals ages 16 and older who are pursuing a high school diploma, or who have been unsuccessful in achieving their GED. Tutoring is also available for low-income high school students who need assistance with coursework, college prep readiness for the ACT or SAT, driver's license written exams, and remedial reading and math for all ages.

**7,854** hours of tutoring were logged in the HRDC Education Center in 2015.

**77** students received help with either HiSET, ACT, SAT, driver's license exams, or college prep readiness.

## Success Story

"I would like to express what being in the HRDC adult education program meant to me. I was on a dead end road headed nowhere. Without an education it was impossible to get a good job. Going back to school helped me gain confidence. When I received my diploma I have never been more proud of myself.

My future is so full of opportunities and possibilities for myself and my family. I've also shown my children how important having your education is to have a happy, successful life."

—Jade (pictured above with HRDC education instructor Penny Hudson)

# EMPLOYMENT AND TRAINING

## Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

SNAP Employment and Training helps SNAP recipients in Yellowstone County find opportunities for work experience, education and job retention training activities. Participants are referred by the Office of Public Assistance and are required to meet with a case manager and complete 20 hours of employment activities per week.

**153** individuals found employment.

**\$17,290** was distributed for transportation assistance.

**39** vouchers for clothing were distributed.

**2** individuals received education supplies and class fee assistance.



## Work Readiness Component (WoRC)

The WoRC program is designed to support individuals who are receiving Temporary Assistance for Needy Families (TANF) in their pursuit of self-sufficiency. Enrollment for eligible participants begins at the Office of Public Assistance.

**276** individuals found employment.

**\$82,910** was distributed for transportation assistance.

**1,032** vouchers for clothing were distributed.

**13** individuals received education supplies and class fee assistance.

## Work Experience Program (WEX)

Work sites provide participants with volunteer opportunities to receive mentoring, one-the-job training, and work experience. Participants continue to receive TANF and SNAP benefits while in the program.

**157** individuals received one-the-job training.



## EMERGENCY SERVICES

### Emergency Solutions Grant

HRDC's Emergency Solutions program helps Yellowstone County residents regain stability in permanent housing after experiencing a housing crisis and/or homelessness. Eligible individuals seeking emergency shelter, homeless prevention, and rapid re-housing, are assigned a case manager. Shelters and housing must meet minimum safety, sanitation, and HUD standards.

**11** households received security deposits.

**31** months of rent were paid.

### General Relief

General Relief provides rental assistance to individuals without dependents who are waiting for SSI/SSDI approval.

**25** disabled individuals with no income in the household received housing assistance.

### Continuum of Care, Rapid Re-Housing (CoC RRH)

**48** households received security deposits.

**73** months of rent were paid.

### County Burial

**71** low-income families received burial assistance for a loved one.



# ENERGY ASSISTANCE

## Energy Share

Energy Share is a year-round, emergency assistance loan program for eligible low-income individuals facing an energy emergency. It is available only when all other resources have been exhausted, and loans must be repaid. Energy Share of Montana is a private non-profit organization working in partnership with HRDC.

Bill assistance	\$168,187
Number of households	377

## Low Income Energy Assistance Program (LIEAP)

LIEAP provides low-income households, both homeowners and renters, with access to residential energy in order to heat their homes and power appliances, including life-saving equipment for the disabled and elderly.

**2,849** households were assisted through LIEAP in 2015.

**\$1,271,955** went directly to utility providers so low-income residents were not forced to choose between heating their home or being able to purchase necessities such as food.

## Weatherization

The Weatherization Program provides energy conservation services to low-income families to improve energy efficiency and ensure the health and safety of the household.

Weatherization services increased heating efficiency and reduced utility bills for 573 low-income participants. \$814,323 was used for new windows and doors, adding insulations to homes and mobiles, and to repair or replace inefficient or faulty furnaces.



**221** homes were weatherized in 2015.



## FOOD

### Food Distribution Program on Indian Reservations

HRDC operates the Food Distribution Program on Indian Reservations (FDPIR) in Hardin, serving the Crow Reservation. The program provides a variety of healthy and nutritious foods, from canned fruits and vegetables to dry goods, frozen meats, and fresh produce. All enrolled low-income tribal members living on or near the Crow Reservation are eligible as well as low-income, non-enrolled tribal members and non-native people living on or near the Crow Reservation.

**426** low-income individuals received food through the Food Distribution Program on Indian Reservations (FDPIR).

## TRANSPORTATION

### Wheels for Work

Funded in part by United Way of Yellowstone County, the Wheels for Work program is designed to help low-income individuals who need a ride to and from work.

**180** families were served.

**189** people received gas vouchers.

**112** people received bus passes.

**45** low-income individuals received car repairs.

**13** individuals received assistance with down payment on car insurance.



# HOUSING

## Harmony House

Harmony House maternity group home provides a supportive, nurturing place for homeless, pregnant, or parenting mothers ages 18–21 and their dependents. Residents take part in lifeskills training, parenting classes, peer support groups, budgeting and financial literacy, as well as recreational activities. Residents receive intensive case management, along with wrap-around supportive services as they leave the program.

**9** homeless young mothers were residents of Harmony House Transitional Living Program.

## The Home Center

The Home Center opened at 3124 First Avenue North in July 2015. The Home Center is a one-stop shop for families and individuals looking for information on finding a quality rental, becoming a homeowner, and for homeowners who want to improve their homes or are facing foreclosure.



The Home Center is a collaborative effort among local agencies providing housing services in Yellowstone County: HRDC, Billings Housing Authority, Habitat for Humanity, Rebuilding Together, Homeward, Rural Dynamics, Inc., the City of Billings, Community Leadership and Development, Inc. (CLDI), and NeighborWorks Montana.



**228** families graduated from Homebuyer Education.

**123** individual homeownership planning sessions were conducted.

**50** home purchases were made as a result of these individual planning sessions.

## Housing Choice Voucher Program

**335** individuals were able to secure safe and affordable rental housing.

**160** families received **\$774,820** in rental assistance paid directly to property owners in our rural communities.



## MONEY MANAGEMENT

### Saving for Tomorrow

The Saving for Tomorrow program offers a variety of matched saving programs to help families and individuals save money to purchase an asset. For a defined period of time, eligible individuals save a portion of their income in a special savings account. HRDC then matches each dollar saved with up to \$4 depending on the program. While in the savings program, participants learn financial management skills to help improve their economic situation.

**36** new Individual Development Accounts were opened in 2015.

**51** participants saved **\$21,763**. **9** hard-working savers met their objective and used their savings—plus **\$36,000** in matched funds—to pay for: either a home (5); a business (1); or an education (3).

### VOLUNTEER INCOME TAX ASSISTANCE (VITA)

The VITA program provides no-cost income tax return preparation and electronic filing for individuals and families who have a qualifying adjusted gross income. Both state and federal tax returns are prepared by IRS trained and certified community volunteers.

**1,956** low- to moderate-income individuals had their taxes prepared for free.

The tax refunds totaled **\$2,865,377**. **53** volunteer tax preparers spent a total of **195** hours preparing taxes.

# YOUTH

## Youth Employment

The youth employment program provides both summer and year-round work and training opportunities to better prepare Montana's youth ages 16-24. The program goals are aimed at providing long-term economic self-sufficiency.

**67** youth participated in the Work Investment Act Employment and Training Program.

## Summer Work Experience for Youth Employment

Youth employment sites provide youth residing in our five county region with work opportunities to develop skills, knowledge, and work behaviors.

**30** participants enrolled in the TANF Summer Youth Program.

**43** local businesses participated in the 2015 Youth Employment Program.



“I chose to work for HRDC Youth to help youth like I was helped. I went through a rough patch in my life and HRDC helped me; I would like to do the same for others in that position.”

—Tristan

*\*Tristan (right) is one of HRDC's Summer Youth Case Managers, pictured with another, Spencer (left), in the photo.*



HRDC extends grateful thanks to these individuals and businesses for their generous donations throughout the year.

Angela Kennedy  
Ann Guthals  
Anvil Corporation  
Ashley Pratt  
Billings Hardware  
Bistro Enzo  
Buffalo Wild Wings  
Carol Jestrab  
Carol Linde  
Casablanca Coffee  
Cathlene Bower  
Chapter AS P.E.O.  
Cheryle Pittack  
CJ's Bar and Grill  
Colby Dinges  
Costco  
Cristin Markovich  
Crow Lutheran Church  
Devery Willis

Downtown Exchange Club of Billings  
EFNEP Monica Patterson  
Ethan Kanning  
Family Dollar Store  
Family Services  
Famous Dave's  
First Interstate Bank Foundation  
Fuddruckers  
Gainan's  
Grand Bagel  
John & Katherine Dees  
John Evans  
Karri Sweet Bright Little Stars Day Care  
Kayli Offerle  
Lucky's Market  
Madolyn Merrick  
Mal Soare  
Margaret Vralsted  
Margo Land

Melvin & Lois Hoiness Foundation  
Mountain Mudd  
MT Rib and Chop House  
Outback Steakhouse  
Philip Wolfson  
Ray Graham  
Razoo Foundation  
Riverstone Health  
Scott & Cindy McGinnis  
St. Vincent's Medical Supply  
Staggering Ox  
State of Montana  
Susan McKinley  
Terry McGuinness Insurance  
Terry Moore  
The Joy of Living  
Tony Verdi  
United Way of Yellowstone County, Inc.  
Velvet Cravings  
Wanda Flanagan

**253** individuals from the community volunteered their time at HRDC.

**2,790** total hours were given by these volunteers.

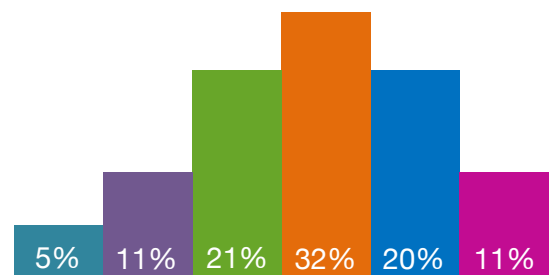
**\$64,365** total value of those volunteer hours

## Revenues:

Program Grants .....	\$6,835,152
Fee for Service .....	255,248
Contributions .....	5,315
Interest .....	1,629
Rental Income .....	19,742
Miscellaneous .....	43,288
In-Kind Contributions .....	21,097
<b>TOTAL</b>	<b>\$7,181,471</b>

## Expenses:

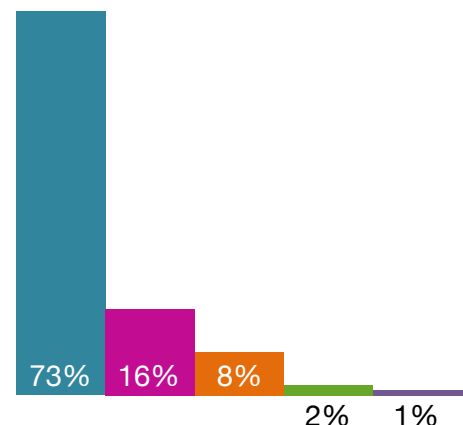
Community Development .....	\$335,711
Emergency Food & Housing .....	816,856
Energy Programs .....	1,536,231
Employment Assistance .....	2,255,584
Family Development .....	1,421,347
Management & General .....	819,800
<b>TOTAL</b>	<b>\$7,185,559</b>



## Client Services:

Client Services leveraged in the community through HRDC's program operations and client benefits paid by the state directly to clients or on their behalf not flowing through HRDC

Child Care Assistance .....	\$6,290,275
Low Income Energy Assistance.....	1,333,983
Section 8 Housing (estimate) .....	729,224
Crow Reservation Food Distribution .....	191,819
WoRC Client Direct Assistance .....	99,271
<b>TOTAL</b>	<b>\$8,644,572</b>



HRDC Main Office (Billings)  
7 North 31st Street, Billings, MT 59101  
office: 406.247.4732 | fax: 406.248.2943

HRDC Satellite Office (Hardin)  
501 North Center, Hardin, MT 59034  
office 406.665.3500 | fax 406.665.1395

Child Care Eligibility  
Billings office 406.247.4700 | fax 406.869.2585  
Hardin office 406.665.3500 | fax 406.655.1395

Child Care for Providers  
office 406.247.4710 | fax 406.248.2943

Employment and Training for Adults  
Billings office 406.247.4732 | fax 406.248.6971  
Hardin office 406.665.3500 | fax 406.655.1395

Energy Assistance  
3116 1st Avenue North, Billings, MT 59101  
office 406.247.4778 | fax 406.247.4791

Food Distribution Program on Indian Reservations  
406 Crook, Hardin, MT 59034  
office 406.665.2523 | fax 406.665.1026

The Home Center  
3124 1st Avenue North, Billings, MT 59101  
office 406.206.2717 | fax 406.206.2716

Matched Savings/Financial Education  
office 406.206.2717 | fax 406.206.2716

Youth Employment  
3116 1st Avenue North, Billings, MT 59101  
office 406.247.4732 | fax 406.247.4747

#### ASK Directory

The ASK Directory is a community resource tool to assist clients with options for locating other service providers in our service area. To learn more visit: <http://ask.hrdc7.org>

For assistance with all other programs, email [info@hrdc7.org](mailto:info@hrdc7.org) or call the main office at 406-247-4732 or 1-800-433-1411.

Find us online at [www.hrdc7.org](http://www.hrdc7.org), [Facebook](#), and [Twitter](#).



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