

District 7



HRDC

COMMUNITY ACTION AGENCY

2018

Annual Report

“Wars of nations are fought to change maps, but wars of poverty are fought to map change.”

- Muhammad Ali





District 7 Human Resources Development Council is proud to be one of 11 Montana Community Action Agencies. (CAA's) Since the 1984 "Equal Opportunity Act" the Community Action Partnership has assisted millions of individuals, families, and communities through a network of over 1000 local CAA's, covering 99% of US counties.

Each Community Action Agency focuses on two primary initiatives; "Moving People out of Poverty and Revitalizing Communities."

Community Action embodies the spirit of hope, improves communities, and makes America a better place to live by creating and implementing workable local solutions.



The board structure includes members from Business, Government, and the low-income community.

BOARD OF TRUSTEES

- Leon Pattyn**
- Troy Boucher**
- Ryan Van Ballegooyen**
- James (JV) Moody**
- Sidney Fitzpatrick**
- Dennis Shupak**
- Jim Thompson**
- Scott Blain**
- Joe Aguilar**
- Lara Strickland**
- Vera Jane He Does It**
- Tamara Good**
- Jon Brown**
- Mark Vinger**

- Board Chair, Southwest Corridor Task Force
- Board Vice-Chair, Boucher & Associates
- Board Sec./Treasurer, Billings Job Service
- Sweet Grass County Commissioner
- Big Horn County Commissioner
- Stillwater County Commissioner
- Yellowstone County Commissioner
- Carbon County Commissioner
- Yellowstone County
- Stillwater County
- Big Horn County
- Riverstone Health
- Farmers Union Insurance
- Montana-Dakota Utilities

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 increase access to opportunities for all people and to encourage them to achieve self-reliance and economic independence.”

OUR CORE VALUES

HRDC is focused on the elimination of barriers that impede economic self-reliance. The agency will continue its work to mitigate longstanding cultural and environmental barriers that inhibit the growth and prosperity of the people in our communities.



Empowerment: HRDC believes all people deserve access to opportunities that help empower them to reach their full potential.

Respect: HRDC believes in maintaining the dignity of all human beings and seeks to treat all with kindness and respect.

Partnerships and Collaboration: HRDC believes that by working together through partnerships and collaboration that it can best accomplish its mission, vision, and goals of the organization.

Accountability: HRDC believes in full accountability to the community and its funding partners by providing efficient and effective services with complete transparency.

Innovation: HRDC believes that innovation and creativity are vital to community building. It will continue to assess community needs as it seeks to identify new opportunities, minimize challenges, and eliminate barriers in its communities.

Professional Development: HRDC believes in ongoing and continuous personal and professional growth of Board, Staff, and Volunteers. The agency supports an environment that promotes individual advancement, achievement, opportunities for its board, staff, and volunteers to succeed and contribute to its communities, its clients, and the agency at large.

Fiduciary Responsibility: HRDC acknowledges its fiduciary stewardship through effective and efficient operations of services by continuously evaluating impact and outcomes.

Outcomes at a Glance

In 2018, HRDC assisted **16,625** individuals that came to us for help. This is an increase over the previous year.

8,294 individuals received energy assistance, funded through both public and private resources.

1,259 taxpayers received free tax preparation provided by the Volunteer Income Tax Assistance Program. Certified volunteer tax preparers secured **\$2,041,132** in refunds that go back into the community.

454 individuals received food assistance through FDPIR, a commodity distribution program.

Through these efforts, HRDC assisted **6,800** families in the community and made **4,076** referrals to partnering organizations for specialized services not offered by the agency. This collaboration reduces duplication and redundancy.

609 unemployed individuals secured a job through HRDC programs.

HRDC administers its programs through **43** funding sources, working with **702** community partners.





Child Care Assistance

The Best Beginnings Childcare scholarship program provides **\$7,488,016** which subsidizes low-income children at qualifying care providers. All scholarship recipients are required to meet specific work and income requirements and to enroll their children with licensed, registered, or legally certified childcare providers.

HRDC administers Child Care programs in **14** South Central and South Eastern Montana counties.



Child and Adult Care Food Program (CACFP)

HRDC administers the CACFP program for Montana's Department of Health and Human Resources. The program reduces the cost of childcare while ensuring children receive healthy and nutritious meals and snacks. In 2018, **42** childcare providers were offering meals and snacks through this program. There were **875** children enrolled in CACFP in 2018. The program improved infant-child health and development through balanced nutrition. **\$390,513** was reimbursed to childcare providers in the program.



Early Childhood Provider Services

HRDC oversees all early childhood provider training in the 14 county service area. Through a closely monitored training curriculum, HRDC's certified trainers provide instruction, consultation, and classroom training throughout the year, providing the essential tools necessary for early childhood providers to deliver safe, affordable, effective, quality services.



2,178 families obtained childcare through the Best Beginnings Scholarship Program.

3,214 children were provided safe and healthy care.



25% of Montana's counties are served by HRDC's Child Care Department.



154 training sessions were provided by Early Childhood Specialists to childcare professionals, in 2018.

673 hours of classroom training were logged.

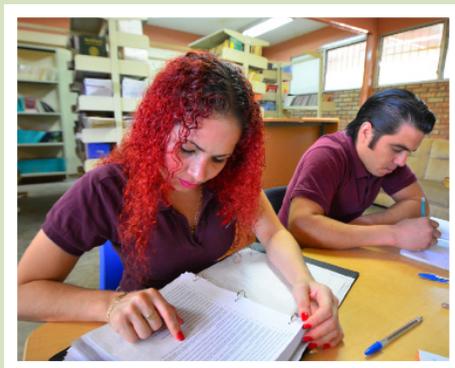
Education



Alternative Education

Completion of “HiSET,” High School Equivalency Exam can be the first step to breaking the poverty cycle. This comprehensive, self-paced program is under the supervision of a trained state certified educator. The program works closely with the Lincoln Center in Billings, Montana. Many of the program’s graduates have gone on to continue their education in post-secondary and advanced training programs. HRDC offers self-paced, one-on-one tutoring for low-income individuals, ages 16 and older in pursuit of a high school diploma or completion of their HiSET. Personalized tutoring is also available to students needing assistance with course work, college prep readiness for ACT, SAT, Driver’s License written exams, remedial reading, and math for all ages. The Alternative Education Center is located on the HRDC campus and houses other Youth programs.

98 students received assistance with HiSET, ACT, SAT, College Prep Readiness, and Driver’s License written exams.

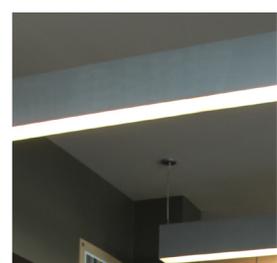


2,460
hours

of personalized tutoring took place at HRDC’s Alternative Education Center in 2018.

Employment and Training

HRDC provides multiple employment and training programs for low-income people through Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Pathways, and Work Experience Programs (WEX). HRDC also provides Youth Employment Opportunities, described later in the Youth Programs section.



Employment and Training



Pathways

Pathways is a group of interconnected programs designed to support low-income families eligible for, or who are receiving TANF, Temporary Assistance for Needy Families, in their pursuit of self-sufficiency. Pathways is available to qualified low-income recipients in the agency's five county service area. Through a process of intensive case management, goal setting, and connecting services, participants choose their pathway to self-sufficiency.

508 employment & training participants secured employment,

63 individuals received assistance with education supplies and class fees, and

\$177,705 was provided for transportation supportive services.



SNAP Employment and Training

The Office of Public Assistance refers SNAP recipients to HRDC. Each SNAP E&T participant is required to meet with his/her case worker and complete a minimum of 20 hours per week of employment activities. Yellowstone SNAP E&T participants find opportunities for work experience, education, and job retention activities. While in the program they receive supportive services including housing, transportation, educational fees, and job related supplies. In 2018, **44** participants secured employment, while **\$9,800** in transportation assistance was provided.



222 individuals received on-the-job training.



Work Experience Program (WEX)

Worksites are a vital component to the WEX Program. They provide participants enrolled in employment and training programs with volunteer opportunities for mentoring, on-the-job training, and a myriad of work experience. Individuals enrolled in WEX continue to receive TANF and SNAP benefits while in the program.



Emergency Services



Emergency Solutions Grant (ESG)

The agency's Emergency Solutions Grant assists Yellowstone County residents to regain stability following a housing crisis, and/or homelessness. The program provides emergency shelter to eligible individuals through rapid re-housing and intensive case management. All shelter and housing must meet safety, sanitation, and HUD minimum standards. The goal of the program focuses on homeless prevention.



30 households obtained a security deposit, and

62 participants received

54 months of rent.



General Relief

General Relief is a Yellowstone County Program that provides rental assistance to individuals without dependents waiting for SSI or SSDI approval.



In 2018, **28** people in Yellowstone County with no household income received **\$66,364** in rental assistance.



Yellowstone County Burial

In 2018, **31** low-income families received **\$46,043** in burial assistance for a loved one.



Continuum of Care, Rapid Rehousing

In 2018, CoC, Rapid Rehousing, provided Yellowstone residents with **23** security deposits, and **54** months of rent paid on their behalf.



Energy Assistance

There are three energy assistance programs administered by HRDC. They are Weatherization, the Low-Income Energy Assistance Program, LIEAP, and Energy Share. All three programs are vital to Montana and enable disadvantaged populations to live in permanent housing. For the elderly and disabled; it provides independence, for the working poor; self-reliance and well-being for their families, and for others with limited resources; it provides help paying an energy bill. In 2018, **8,294** individuals received help through public and private funds administered through the agency.



Low-Income Energy Assistance (LIEAP)

LIEAP provides low-income households, both homeowners and renters, with access to residential energy necessary to heat their homes, power their appliances, and run lifesaving equipment for the disabled and elderly.

3,145 households received **\$2,422,068** in assistance that included **\$1,877,665** in utility pay and **\$544,403** in energy pay.



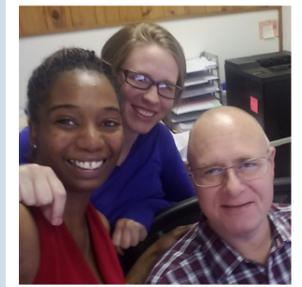
Weatherization

The Weatherization Program provides energy conservation services to low-income families. Following an energy audit, a professional installation crew takes measures to improve energy efficiency, health, and the safety of the household by installing storm windows, adding insulation, CO2 alarms, and a menu of other energy saving services at no cost to the participant. In 2018, HRDC installation crews weatherized **112** homes, replaced **1** furnace and repaired **107** others.



Energy Share

Energy Share is a year-round emergency assistance loan program for eligible low-income individuals facing an energy emergency. The program is available only when all other resources are exhausted. Energy Share is a non-profit working in partnership with HRDC.



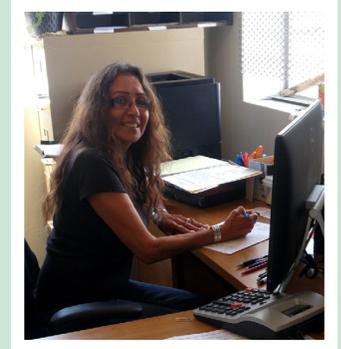
\$296,495 was provided in assistance to **1,034** households.

Food and Transportation



Food Distribution Program on Indian Reservations (FDPIR)

HRDC operates and manages the FDPIR Program in Hardin, Montana servicing the Crow Reservation and surrounding area. The program provides a variety of healthy and nutritious foods from the Government Commodity Program. FDPIR services both low-income tribal members and non-native people living on or near the reservation. **454** individuals received food through FDPIR.



Food Bank Support

HRDC works with local food banks and financially assists them in providing meals and boxes of food to the needy throughout the service area.



1,392 boxes of food were distributed to
8,847 individuals by
7 regional food banks in 2018.



Wheels for Work

Transportation presents a difficult and underreported challenge to low-income workers trying to find and maintain jobs and manage daily life without a car or reliable public transportation. In Partnership with United Way of Yellowstone County, HRDC administers Wheels for Work, which assists low-income individuals in Yellowstone County who need a ride to and from work.

520 low-income families received services for transportation.
170 households received gas vouchers,
308 received bus passes, and
42 families secured vehicle repairs.

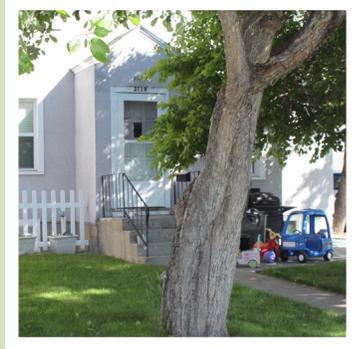
Housing

The first step in helping individuals and families move out of poverty is to stabilize them with temporary, transitional, and permanent housing. HRDC administers a myriad of Housing Programs designed to move participants toward economic independence.



Harmony House

Harmony House, maternity group home, provides a supportive and nurturing place for homeless, pregnant, and parenting mothers ages 16-22 and their dependents. Harmony House is one of three maternity group homes in Montana and covers a 20 county area in the southcentral and southeastern part of the state. Residents participate in life skills, parenting classes, peer support groups, budgeting, financial literacy, and recreational activities. They receive supportive wrap around services when they leave the program.



12 homeless young mothers and their children participated in the maternity group home transitional living program in 2018. The program was expanded and able to include

2 families in off-campus units for young couples with children.



Housing Choice Voucher

Through the 2018, Housing Choice Voucher Program, HRDC was able to assist **379** individuals secure safe and affordable Rental Housing. **150** families received **\$780,005** in rental assistance paid directly to property owners. There was a state freeze on all Housing Choice voucher activity from June 21-December 31. In spite of the state restrictions, **25** new families secured housing in 2018.



288 individuals graduated from the Homebuyer education program, in 2018.

241 individual financial counseling sessions were held.



The Home Center

The HRDC Home Center provides everything one needs to know about rentals, home ownership, home improvements, foreclosures, mortgages, real estate, banking, savings, and credit, and continues to grow and expand its services with new offerings. It is located on the HRDC campus in Billings, MT. The Home Center is a collaborative effort among local agencies, organizations and businesses.

Money Management



Asset Building

The HRDC Home Center houses a number of extensive Money Management programs and activities that fall under the category of Asset Building. One of the more prominent programs of 2018, included “Saving for Tomorrow.” This broad category of Asset Building programs offers a variety of matched savings, designed to help families and individuals save money to purchase an asset. For a specific time, eligible participants agree to save a portion of their income in a special savings account. HRDC matches each dollar saved with up to \$4.00. While enrolled in “Saving for Tomorrow”, individuals acquire financial management skills that not only teach but also, ultimately lead to the purchase of an asset.

27 individuals participated in programs in 2018.

\$11,721.81 was saved by participants.

\$38,561.68 was provided in matching funds.



Volunteer Income Tax Assistance (VITA)

VITA is a unique program that targets low and moderate-income people in providing no-cost tax preparation services. Both state and federal taxes are prepared utilizing IRS trained and certified community volunteers. Families with an adjusted gross income of less than \$55,000 qualify for the service, and those with an income of less than \$65,000 can file their own e-taxes with the assistance of a trained and certified tax preparation specialist, using the HRDC computer lab.



1,259 tax returns prepared at no cost.

\$2,041,132 generated in income tax refunds went back into the community.

35 volunteers spent **1,729** hours preparing taxes for VITA participants.



Youth Programs



Youth Employment

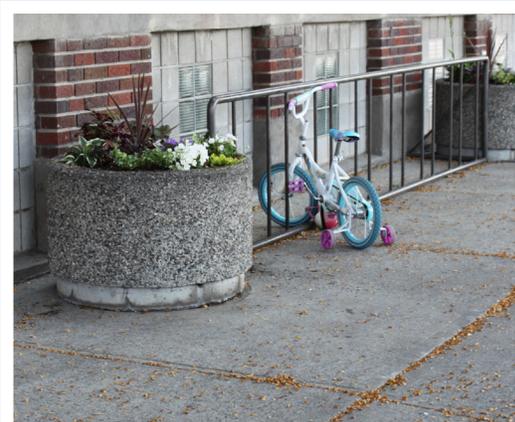
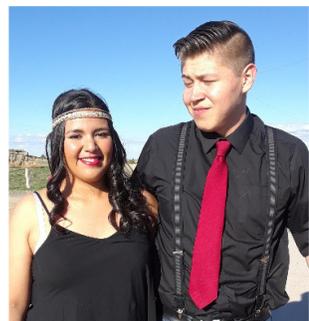
HRDC administers Youth Employment programs providing year-round training and work opportunities which prepare participants ages 16-24 to become self-sufficient. The program teaches soft skills, such as building a resume, interviewing for a job, workplace etiquette, and behavior, while providing employment experience. The ultimate goal of each of the agency's Youth Employment Programs is to prepare young people for long-term economic independence.

43 youth participated in Employment Training (WIOA)

10 participants from Youth Corrections and Employment were included.

30 young people were enrolled in Summer Youth Work Experience, & placed in

55 participating businesses and programs.



Bundled Services



Family Forward Program

The Family Forward program's success has been based on an effective pilot project demonstrating the positive impact of family engagement, long term case management, and family goal setting. Goals that are jointly set by the individual, family, and case manager are monitored, modified as required, and reprioritized as goals are achieved. The Family Forward program addresses the belief that families and individuals are more likely to succeed when multiple barriers are addressed concurrently. A community consortium of partnering organizations provides and receives referrals for programs and services that participants require as part of this program.

18 households received bundled services by Family Forward in 2018, and the program made

75 referrals to partnering organizations.

205 services provided included case management, referrals, supportive services, and processing of applications.



Donors and Volunteers

The agency's long list of individuals, organizations, and businesses has assisted HRDC build better communities and has helped the region move people out of poverty. The donation of money, time, and in-kind contributions has supported the agency to provide additional and more comprehensive services, assist more people, and build the capacity necessary to do so. The generous businesses, organizations, and individuals that make monetary or in-kind donations to support agency events, Harmony House, Suited for Success, and the many other community events that are held throughout the year would not be successful without their support.



378 volunteers
donated
3,242 hours of
time, a value of
\$82,444.

HRDC would like to thank these generous donors:

Allegra	Jim Scott
Amazon Smile	Joel Guthals
Ann Guthals	Kathelene Gordon
Ann Ruehr	Lakeshore Learning
Billings Construction Supply	LaVie- Cindy Nordstog
Brewer Dental Center	Lisa Grimsley
Brittany Bunn	Lynn Olson
Builders First Source	Marie Scharfe
Caleb Roadmaker	Micky Stammen
Carol Nelson	Montana Dakota Utilities
Chris Mullaney	Montana Homeownership Network
Christensen Fulton & Filz, PLLC	Nancy Martin
Connoisseur Media	NorthWestern Energy
CopyRight Printing	Payne West Insurance
Dan MacIntyre	Razoo Foundation
Denise Jordan	Renee Kem & Sharon Sitton
Eric Babb	Rich Sieckman
Exxon Mobile	Rita Hovey
Faith Chapel	Sam's Club
Family Service, Inc.	Sarah and Adam Olschlager
First Interstate BancSystem Foundation, Inc.	SCL Health
First Interstate Bank	Sharon Ellis
Frances Ballantine	Sharon Nolte
Gainan's	Snow Drift Snowcones LLC
Geraldine Yanc	Tech Soup
Janie Brown	The Benevity Community Impact Fund
Jerimiah Tretin	



Tonya Nance
Underriner Honda
Underriner Motors
US Bank National Association
Walmart
Wayne Tisdale
Wells Fargo Foundation
Western Pawnbrokers
Yellowstone Bank
Yellowstone Valley Audubon Society

Revenues

Program Grants	\$7,604,112
Fee for Service	\$296,809
Contributions	\$22,626
Interest	\$10,780
Miscellaneous	\$13,849
Rental-Income	\$20,526
In-Kind Contributions	\$26,638
Total Revenues	\$7,995,340

Program Expenses

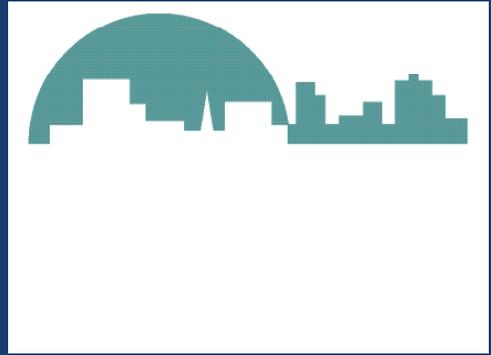
Community Development	\$234,732
Emergency Food & Housing	\$988,198
Employment Assistance	\$2,536,431
Energy Programs	\$1,744,342
Family Development	\$1,651,785
Fund Raising	\$1,392
General & Administrative	\$782,648
Total Expenses	\$7,939,528

Client Services

HRDC contracts with various state of MT departments to determine eligibility, process client benefits, and provide administrative and program support. Client benefits are distributed directly by the state. The value of these services is not recorded in these financial statements. For the year ending June 30, 2018, HRDC provided administrative and program support for the following direct services. This information is provided by the state of Montana.

Child Care Assistance	\$9,215,213	Total dollars put directly back into our communities by Client Services: \$12,592,562
Low-Income Energy Assistance	\$1,836,462	
Section 8 Housing (Estimate)	\$854,415	
Pathways Client Direct Assistance	\$494,811	
Food Distribution on Crow Reservation	\$191,661	





“Thank you for all the help we received and the kindness our case managers showed us throughout our struggles. We look forward to our independency.”

-Kiana

“Our family greatly appreciates the services HRDC has provided for us in our difficult time of need. We were able to utilize several programs all of which were very helpful in surviving our situation and finding gainful employment. We would like you all to know what a difference you make in people’s lives and how these programs give hope to individuals struggling with poverty.”

-Joy and Rick

HRDC Main Office (Billings)

7 North 31st Street, Billings, MT 59101
office 406.247.4732 | fax 406.248.2943

Energy Assistance, Harmony House, & Youth
3116 1st Avenue North, Billings, MT 59101

HRDC’s Home Center

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

HRDC Satellite Office (Hardin)

501 North Center, Hardin, MT 59034
office 406.665.3500 | fax 406.665.1395

Food Distribution Program on
Indian Reservations

406 Crook, Hardin, MT 59034
office 406.665.2523 | fax 406.665.1026

For assistance with all other programs
email info@hrdc7.org or
call the main office at 406-247-4732 or
1-800-433-1411.

Find us online at www.hrdc7.org,
Facebook, and Twitter.

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