



District 7



2017

Annual Report

“Overcoming poverty is not a gesture of charity. It is the protection of a fundamental human right, the right to dignity and a decent life.”

-Nelson Mandela



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.

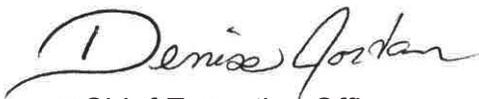
Fiduciary responsibility: HRDC acknowledges its fiduciary stewardship through effective and efficient operations of services by continuously evaluating impact and outcomes.

Dear Friends and Neighbors,

For 51 years HRDC has made a positive impact on its communities, families, and the region at large. In 2017, the agency provided 23 programs and corresponding services to approximately 15,500 people. Together with the help of our committed partners, generous funders, and dedicated staff HRDC continues to change lives. Since 1967, HRDC has provided assistance to low income people, focusing its efforts and resources on vulnerable populations.

Working with our community partners, HRDC programs have enabled its clients to work toward self-sufficiency. From financial literacy to child care services, HRDC is determined to reduce the barriers that impede economic self-reliance. The agency is committed to continue its work toward mitigating longstanding cultural and environmental barriers that inhibit the growth and prosperity of all people in our communities. Your continuing engagement helps us change the landscape of lives by assisting individuals and families to move forward. When good things happen at HRDC, the entire community thrives.

Regards,



Chief Executive Officer

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

HRDC BOARD OF TRUSTEES

Leon Pattyn
Ryan Van Ballegooyen
Troy Boucher
Bill Wallace
Sidney Fitzpatrick
Dennis Shupak
Jim Thompson
Scott Blain
Joe Aguilar
Sheri' Lenhardt
Vera Jane He Does It
Tamara Good
Jon Brown
Mark Vinger

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

Outcomes at a Glance

2017



In 2017, HRDC assisted **15,461** individuals that came to us for help.

7,757 individuals received energy assistance.

641 unemployed secured a job.

452 individuals received food assistance.

1,496 community members received no-cost tax preparation, and secured

\$2,961,567 in refunds.

HRDC administers its programs and services through **43** funding sources, working with

667 community partners. Through these efforts, HRDC was able to assist **7,017** families in our community.



HRDC Child Care

serves **14** counties in
South Central and South
Eastern Montana.

Child Care Assistance

HRDC administers Montana's Best Beginnings Childcare Scholarship Program. Scholarship recipients are required to meet specific work and income requirements and must enroll the child/children in a licensed child care center, a registered group or family child care home, or legally certified child care provider.

1,833 families obtained child care through the Best Beginnings Scholarship Program.

2,401 children were provided with a safe, healthy child care setting.

\$7,347,230 subsidized low-income children at qualifying child care providers.

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.

53 licensed child care providers enrolled in the CACFP.

\$389,748 was reimbursed to licensed providers enrolled in CACFP.

Early Childhood Provider Services

HRDC provides the oversight and resources to ensure that child care providers are well trained and given the tools needed to deliver safe, affordable, quality services.

166 training sessions were offered to
child care professionals.

794 hours of classroom training were
attended by child care professionals.





Alternative Education

“Completion of the High School Equivalency Test, (HiSET) can be the first step in breaking the poverty cycle. Many of our Alternative Education participants have gone on to postsecondary programs and advanced training.” HRDC provides the opportunity and the rest is up to you!

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, remedial reading and math for all ages.

4,724 hours of personalized tutoring were logged in the HRDC Education Center in 2017.

95 students received help with either HiSET, ACT, SAT, Driver’s License Exams, or college prep readiness.

10 participants completed their HiSET program with the assistance of a Montana Certified Educator.

“I wanted to give a big thanks for all of your time and effort in helping my son. You gave him a huge boost of confidence that I don’t think he ever felt in high school. The program is wonderful in my opinion.”

-Avril, parent of
Youth Program participant

HRDC Employment & Training

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

Participants are referred to HRDC by the Office of Public Assistance. Each SNAP recipient is required to meet with a case manager and complete 20 hours of employment activities per week. SNAP participants in Yellowstone County find opportunities for work experience, education, and job retention activities.

54 SNAP participants found employment in 2017.

\$15,177 was distributed to SNAP participants for transportation assistance.

10 clothing vouchers for employment related support were given out.

Pathways

Pathways, formerly called Work Readiness Component (WoRC), is a group of interconnected programs designed to provide support to low-income families who are eligible to receive, or who are currently receiving, Temporary Assistance for Needy Families (TANF) in their pursuit of self-sufficiency. HRDC's Pathways services are available in Big Horn, Carbon, Stillwater, Sweet Grass and Yellowstone Counties. Through a guided process, clients define their family goals and choose their "pathway" to self-sufficiency.

455 participants found employment in 2017.

\$272,141 was distributed for transportation assistance.

2,780 clothing vouchers were issued.

44 individuals received assistance with education supplies and class fees.

Work Experience Program (WEX)

Work sites are an important component of the WEX program. They provide participants in employment & 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.

In 2017 **228** individuals received on the job training.



HRDC Emergency Services



Hayden, together with his girlfriend, Ashley, walked away from Suited for Success with this new suit. The same day they were approved for housing after living in their car with a pet cat and litter box.

-featured in Billings Gazette

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.

27 households received security deposits.

55 months of rent were paid out on behalf of participants.

General Relief

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

14 disabled individuals with no household income received housing assistance.

County Burial

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

Continuum of Care, Rapid Re-Housing

9 households received security deposits.

47 months of rent were paid out on behalf of program participants.

HRDC Energy Assistance

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 safety of the household by installing storm windows, adding insulation, providing CO₂ alarms, and a menu of other energy saving services at no cost to the participant.

117 homes were weatherized in 2017.

15 homes had their furnaces replaced using other funds.

“I am so thankful for this program. The quality of work is awesome and the crew is very polite. The wind is high and cold here... no more plastic on old windows!”

-Julea, Weatherization Participant

Low Income Energy Assistance Program (LIEAP)

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

2,491 households were assisted through LIEAP in 2017.

\$1,760,371 was provided in 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. Energy Share of Montana is a private non-profit working in partnership with HRDC.

\$384,911 in assistance was provided through Energy Share in 2017.

742 households were assisted through the Energy Share Program.





HRDC Food

Food Banks

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

In 2017 **13,911** individuals were served through **7** Food Banks in the HRDC region.

Food Distribution Program on Indian Reservations

HRDC operates FDPIR in Hardin, Montana serving the Crow Reservation and surrounding area. The program provides a variety of healthy and nutritious foods from the Government Commodity Program to enrolled low income tribal members living on or near the reservation. Low income non enrolled tribal members and non-native people living on or near the Crow Reservation are also eligible.

452 low income individuals received food through the food distribution program in 2017.

HRDC Transportation

Wheels for Work

Partnering with United Way of Yellowstone County, HRDC delivers the “Wheels for Work” Program which is designed to assist low income individuals who need a ride to and from work.

268 families were served in 2017.

84 families received gas vouchers.

88 households received bus passes.

38 low-income households received car repairs.



“Just a quick thank you for all your support . The gas cards helped tremendously, and your programs gave me insights and direction towards a new chapter in my life.
God Bless You!”
-Don, SNAP E&T Success

HRDC Housing

Harmony House

Harmony House maternity group home provides a supportive, nurturing place for homeless, pregnant, or parenting mothers ages 16-22 and their dependents. Residents take part in life skills 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.

In 2017 **10** homeless young mothers and their children participated in the Maternity Group Home transitional living program.



The Home Center

The Home Center, Billings is a community hub providing everything you need to know about rentals, homeownership, home improvements, foreclosures, real estate, banking, saving, credit, and more. The program has grown dramatically in 2017. It is housed on the HRDC campus.

The Home Center is a collaborative effort among local agencies and organizations providing housing services in Yellowstone County. Partners include 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.



413 individuals graduated from the Homebuyer Education Program in 2017.

215 individual financial counseling sessions were conducted and

77 home purchases were made as a result of these individual counseling sessions.

Housing Choice Voucher Program

391 individuals were able to secure safe and affordable rental housing.

171 families received **\$991,806** in rental assistance paid directly to property owners in the region's rural communities.

"The time has gone so fast, and now I am settled in my new home. Thank you so much for all of your help and guidance in making my dream possible"

-Terry, Home Center Client

HRDC 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 agree to 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 enrolled in The Saving for Tomorrow Program, participants learn financial management skills that will ultimately improve their economic wellbeing.

21 program participants made
104 deposits and saved a total of **\$9,489**.
25 hardworking savers met their goals and used their savings to purchase an asset.
6 individuals purchased a home,
6 participants invested in their post secondary education, and
1 invested in a business.

“This past semester has been very rewarding, educational, and a great hands on experience. The people we helped were so grateful, I was genuinely humbled. I am so thankful for the opportunity to volunteer at VITA.” -Lauren, MSU-B Student and Volunteer Tax Preparer

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 of less than \$54,000. Both state and federal tax returns are prepared by IRS trained and certified community volunteers.

1,496 low to moderate income earners had their taxes prepared at no cost.
\$2,961,567 was secured as income tax refunds and funneled back into the community.

34 volunteer tax preparers spent **2,594** hours of their time preparing taxes for VITA participants.



HRDC Youth

Youth Employment

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

63 youth participated in the Work Investment Act, Employment and Training Program and

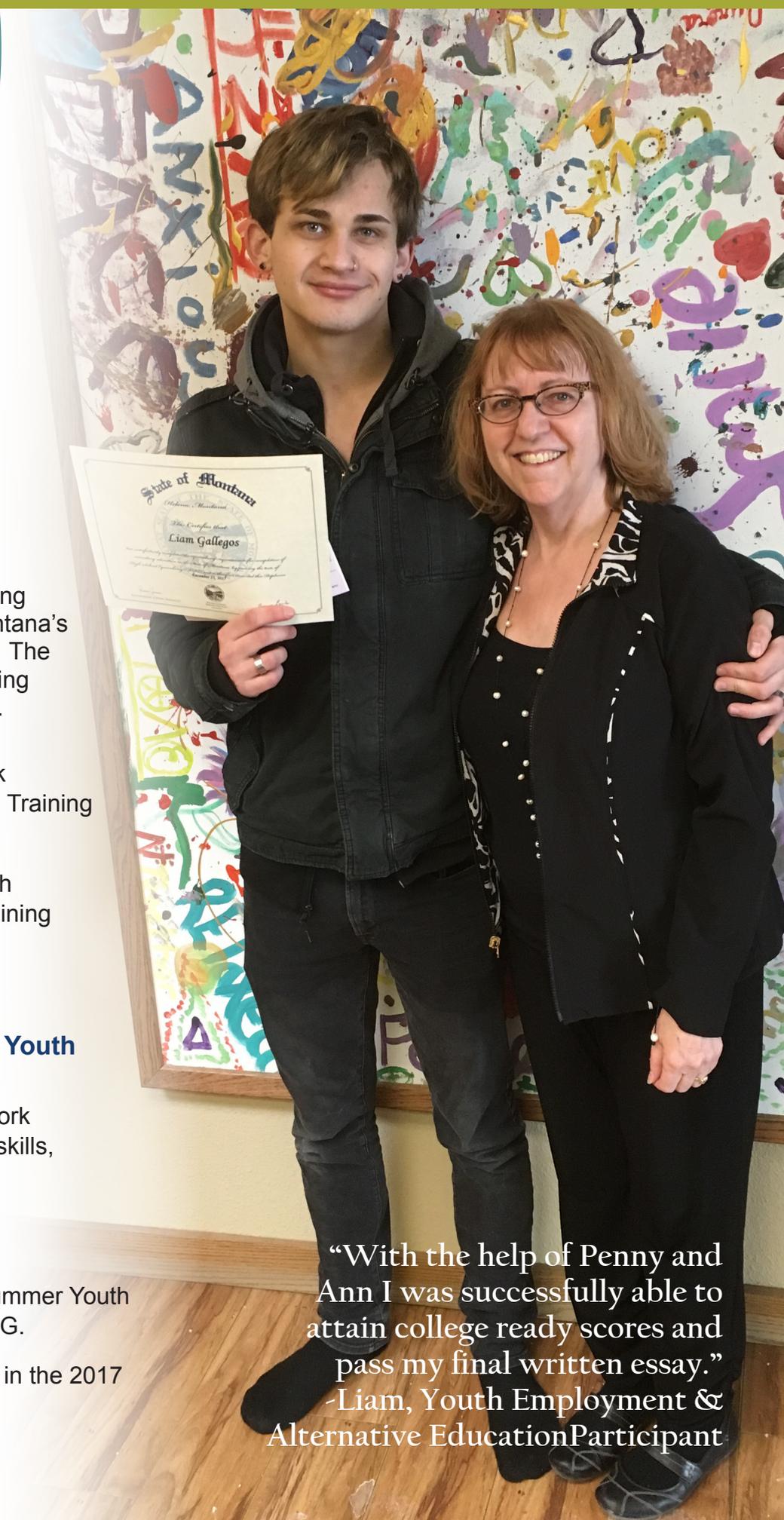
26 youth participated in the Youth Corrections Employment and Training Program.

Summer Work Experience for Youth Employment

Youth employment sites provide work opportunities for youth to develop skills, knowledge, and positive work behaviors.

77 participants enrolled in the Summer Youth Program through TANF and CSBG.

69 local businesses participated in the 2017 Youth Employment Program.



“With the help of Penny and Ann I was successfully able to attain college ready scores and pass my final written essay.”
-Liam, Youth Employment & Alternative Education Participant



HRDC Friends

HRDC volunteers are one of the agency's most important assets. Many HRDC programs, services, and administrative duties, are conducted by this dedicated volunteer workforce. Volunteerism promotes community engagement and helps build agency capacity.

239 individuals from the community volunteered their time at HRDC.

3,169 total hours were donated by these volunteers.

\$76,531 is the total value of those volunteer hours.

HRDC would like to recognize the individuals, businesses, and organizations that contributed to helping us build better communities in 2017 by supporting its programs and services. These donations enable HRDC to serve more people with better services. Thank you!

Albertsons
Ann Guthals
Ashley Rowe
Beth Hanson
Billings Hardware
Bob Smith Ford
Christensen Fulton & Filz, PLLC
City Brew
Dairy Queen
Dan Jacobs
Darlene Durney
Daryl Heimlichner
Denise Jordan
Dr. Mary Jozwiak
Evergreen IGA
ExxonMobil Billings Refinery
Family Service, Inc
Gainan's
Heather Dahling

Jimmy John's
Kay Becker
Kohl's
Lakeshore Learning
Lilah Meldahl
Lisac's Tire
Margo Land
Margo Rector
Marie Scharfe
Monica Braham
Montana Rescue Mission
Montana-Dakota Utilities
Mr. Thrifty
Pam Halverson
PayneWest Insurance
Probuild
Razoo Foundation
Reese & Ray's IGA
Rocky Mountain College & Sodexo

Scheels
Sonia Pederson
Steven Tate
SYSCO Food Services of Montana
Tami Schagunn
Target
The Grainger Foundation
The Spoke Shop
Tim Mascarena
Tire-Rama
Town Pump Charitable Foundation
Tractor Supply Company
United Way of Yellowstone County
Walmart
Wendy's of Montana
Yellowstone Bank

Expenses:

Community Development	\$27,168
Emergency Food & Housing	913,065
Energy Programs	1,915,316
Employment Assistance	2,305,210
Family Development	1,747,188
General & Administrative	726,508
TOTAL	\$7,877,543

Revenues:

Program Grants	\$7,511,457
Fee for Service	329,855
Contributions	3,234
Interest	3,599
Rental Income	44,160
In-Kind Contributions	24,044
TOTAL	\$7,924,675

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, 2017 HRDC provided administrative and program support for the following direct services. This information is provided by the state of Montana.

Child Care Assistance	\$8,039,227
Low Income Energy Assistance.....	1,681,460
Section 8 Housing (estimate)	865,470
Pathways Client Direct Assistance	325,156
Food Distribution on Crow Reservation.....	208,790
TOTAL	\$11,120,123

“The agency’s influences over the past few years have been great for me and my son. I wanted to thank you for all the work that is done and being here for our community.”
- Nate, Family Forward Success





District 7

HRDC

COMMUNITY ACTION AGENCY

“It is easy when things go right in life, but when times get tough people show their true colors. We are so grateful that you are such a kind, thoughtful, compassionate, and patient person. You are a big part of our journey and important part of our new story.”
-Courtney, Pathways Success

“Respectful, friendly people. One of the greatest connections to the community! Empowering others is their strength. I encourage more business leaders to tap into their programs.”
-Anastasia, Google Review

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

The 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.

This project is funded in part under a contract with the Montana Department of Health and Human Services. The statements herein do not necessarily reflect the opinion of the Department.