



2021 ANNUAL REPORT



***SUSTAINING PEOPLE,
PRESERVING COMMUNITIES***

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“Helping people in poverty and beyond to reach self-sufficiency by changing lives through providing services, advocacy, and partnering to strengthen communities throughout Kentucky.”

Message from the Board Chair



Lynda Harrison
2020-2021 Board Chair

It has been a privilege to serve as Board Chair of Audubon Area Community Services this year and witness firsthand the work of our employees, leadership team, and board members. This year has been marked by the struggles and challenges presented by a worldwide pandemic. In the midst of it all Audubon Area Community Services continued to serve people in need of a hand up.

Audubon Area Community Services was at the forefront of crisis assistance for emergent needs including emergency food, clothing, rent, utility, and water assistance programs during the pandemic. Staff created the online intake portal for ease of use and access for clients who struggled to submit assistance requests during times of health-related closures and lockdowns.

The Audubon Area Community Care Clinic (Clinic) became a crucial link to serving our communities as the Clinic became a registered COVID-19 testing site. The Clinic provided thousands of COVID-19 tests in our coverage areas through outreach clinics and events. The Clinic also became a vaccination center and administered hundreds of COVID-19 vaccinations with an emphasis on communal and emergency sheltered populations including several elderly living facilities.

During my tenure on the Audubon Area Community Service Board, it has had consistent growth in its' outreach to serve those in need; thus, being faithful in the quest to 'help people in poverty and beyond to reach self-sufficiency by changing lives through providing services, advocacy, and partnering to strengthen communities throughout Kentucky'. I am humbled to be a part of this outstanding group of community board members, and the employees that persevere regardless of the challenges they may face.

Sincerely,
Dr. Lynda Harrison
Board Chair

Message from the CEO



Robert Jones
CEO

Dear Friends,

I am honored to present to you the 2021 Annual Report. This year has been marked by the difficulties of an ongoing pandemic. Though everyone has struggled to cope during these unprecedented times, I am proud of how our Board of Directors, leadership team, and staff have handled the many challenges. Despite and because of these pressures, Audubon Area Community Services continued to provide critical services to those in need and touched the lives of the most vulnerable individuals and families in our service area.

I am particularly proud of our staff as they remained dedicated and continued operations in a new reality. The Audubon Area Community Care Clinic kept its doors open and became a COVID-19 testing and vaccination site. Owensboro Regional Recovery also remained open as other recovery centers closed their doors. And, Audubon Area Community Services lead efforts to meet emerging needs for food, clothing, rent, utility, and water assistance. Putting compassion in action, our staff have worked tirelessly to carry out our mission, “Helping people in poverty and beyond to reach self-sufficiency by changing lives through providing services, advocacy, and partnering to strengthen communities throughout Kentucky.”

I would like to thank our Board of Directors, community partners, leadership team, and staff for their ongoing dedication and commitment. As we look to 2022, I am confident that we will emerge from this pandemic stronger and ready to pursue new opportunities to promote a community where people at every income level can thrive.

Sincerely,
Rob Jones
Chief Executive Officer

2021 Board of Directors

BOARD OFFICERS

Board Chair
Dr. Lynda C. Harrison

Vice Chair
Ms. Jamie Evans
McMichael

Secretary
Ms. Mary Danhauer

CONSUMER REPRESENTATIVES

District I – Union Co.
Mr. Doug Rodgers

District II - Webster Co.
Dr. Lynda C. Harrison

District III - Henderson Co.
Vacant

District IV - Henderson Co.
Ms. Bobbie Jarrett

District V - McLean Co.
Mr. Marshal Hatfield

District VI - Daviess Co. West
Ms. Joanne Kendall

District VII - Daviess Co. East
Vacant

District VIII - Hancock Co.
Mr. Mike Boling

District IX - Ohio Co.
Mr. Jason Chinn

FISCAL COURT REPRESENTATIVES

Daviess County
Hon. Al Mattingly
Hancock County
Mr. Johnny Roberts
Henderson County
Ms. Sheri Paige O’Nan
McLean County
Mr. Curtis Dame
Ohio County
Ms. Betty Rucker
Union County
Rev. Jerry Manning
Webster County
Mr. Tony Felker
City of Owensboro
Mr. Matt Fitzgerald,
Mayor’s Representative

PUBLIC REPRESENTATIVES

Brescia University
Dr. Lisa Reece
Dixon Lions Club
Mr. Brian Reynolds
Henderson NAACP
Ms. Deborah Hoda
McLean Co. Ministerial Association
Rev. Ken Berggren
Ohio Co. Chamber of Commerce
Ms. Jamie Evans McMichael
Owensboro NAACP
Ms. Mary Danhauer
Sturgis Kiwanis Club
Mr. Robert S. Shouse

EX-OFFICIO

Mr. Doug Smith
Mr. J.D. Meyer
Ms. Bridget Murray
Mr. Keith Sanders
Mr. Jesse Mountjoy
Ms. Daisy James
Ms. Charlotte Whittaker
Ms. Phyllis Church
Ms. lissa Gibson

Contributors

Audubon Area Community Services would like to thank:

Aaron & Sarah Adkins
Aaron Pierce
Alan & Karen Cecil
Amy & Mark Kurz
Amy Beck
Andrew Kelley
Angela Clark
Ann Crafton
Antoine Rouse
April Barker
Arleta Payne
Ashley Sims

Barbara Offerman
BB&T
Becky McCabe
Beth Riggs
Beverly Swanson
Bob & Carolyn Adkins
Bob Glenn
Boulware Mission
Bradley & Lisa Main
Bratcher Family
Brenda Brown
Brenda Harmon
Brenda Lewis-Allen
Brenda Lott
Brian & Laura Cecil
Brittney Babbs
Bruce & Charlotte Burton
Bryant Foundation, Inc

CAF America
Carol Murray
Carrol Vice
Cecil Carolyn Sue
Cecil Family
Champion Ford
Charles Dawson
Charles Westerfield
Chole Threlkeld
Chris Pilkenton
Chris Westerfield
Christine Lancaster
Christopher & Shelly Payne
Cindy Thompson
Cindy Wilson
Colt Camp

Crazy Me Gifts and Apparel
Crossroads
CRS
CTC Investments LLC

Danhauer Drugs
Davena & John Cecil
David & Carol Adkins
David & Judy Zachary
David Bristow
David Wells
Daviess County Board of Education
Daviess County Fiscal Court
Daviess County Public Library
Dawn Flickinger
Dayton & Creda Heffelfinger
Diane & Thomas Bowers
Dollar General Literacy Foundation
Dwight & Elizabeth Ottman

Ed & Evelyn Allen
Edward & Judith Willen
Eileen Basham
Emily Payne
Eric Deigg
Erin Conkright
Evergreen Lawn Care

Faith Holley
Felicity Shultz
Felix Martin Jr Foundation
Ferrous Farm LLC

Genna Magan
Germaine Broxon
German American Bank
Giving Foundation

H G Satterwhite
H.G. Kline
Hancock County Fiscal Court
Harper and Fiorella Appraisals
Henderson City Lions Charitable Trust Inc

Henderson County Fiscal Court
Henry & Cindy Griffin
Hispanoamerica Grocery Store

J & J Housing
James & Michelle Haire
James P. Harley
Jamie Berry
Janet Land
Janice Odom
Jason & Julie Peterson
Jefferson Sorley
Jennifer Foster
Jennifer Kiesling
Jennifer Scarbrough
Jeremy Bratcher
Jerry Manning
Jim Estep
John & Debra Woolley
John Bisse
Joli Jording
Joseph & Karen Kamuf
Joseph Layson
Julie Stallings

Kalyn Burns
Karen Feldhaus
Karen Gotzy
Kathy & Roger Farmer
Kathy Lowe
Keith Wilson
Kelsey Friebe
Kenergy
Kevin Goins
Kimberly Hickman
Kimberly Johnson & Randy Spaw
Kiwanis Club of Owensboro
Krista Shields
Kroger
Kroger Community Rewards

Larry & Constance Obryan
Larry & Patricia Hale
Larry Hostetter
Laura Bronn

Lenora Howard
Lentz Harris
Lepine Andre
Lighthouse Recovery
Linda Kabalen
Lindzey Trogdon
Lisa & Curtice Newcom
Logan Aluminum Inc
Lora Anne Wimsatt
Lora Wimsatt
Lori Delapp
Lori Kays
Louis & Vicki Bellamy

Madison & Amy Silvert
Marcia Kuegel Carpenter
Mark Kurz
Martha Ludwiczak
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Melissa Patel
Meredith Bowers
Michael Austin DMD
Michael Crumbaker
Michael Horn Family Foundation
Michaela Marret
Mitch Settle
Monica & Dennis Connelly
Muhlenberg Community Hospital

Nancy Bradshaw
Nanette Hendrix
Nelson & Aron O'Dell
New Hope Independence General Baptsit Church
New Life Holding
New Life Holdings

OASIS
Ohio County Fiscal Court
Owensboro Grain Company LLC
Owensboro Health Regional

Hospital

Pamela Struck
Patricia A Layson
Patricia Tindle
Paul & Mary Searles
Pediatric Dentistry of Owensboro
Pitino Shelter
Plymouth Tube Co
Public Life Foundation of Owensboro

Randy Spaw
Raylee Collection LLC
Rebecca Eggers
Regional Land Title Company
Rob Ball
Robert & Lisa Bryant
Robert Glen
Robert Wetzel
Robin Durham
Roger & Kathy Farmer
Rolling Pin
Rouse Antoine
Ruby Tegethoff
Ruth Clark

Salvation Army
Samantha Taylor-Kaii
Sarah & Craig Thomas
Sarah Ladwig
Sazerac Company
Schwab Charitable
Sebree Deposit Bank
Senior Community Center
Shirley Parks Goodson
Sid Hudson
Simple Chic Home Accents
Sonya Stephenson
Southern Star
Southern Star- Employee Match
Specialty Foods Group
St. Benedict's Shelter
St. Stephen's Cathedral
Stacy Edds-Ellis

Stacy Smith
Stella Pool
Stephanie Higdon
Steven & Janet Land
Studio Slant LLC
Su-Hwa Winny Lin
Susan Fenwick
Susan Parsons
Susan Rust
Susie & Jay Fillman
Susie Tyler
Sylvia & Robert Lovett

Tammy Hoffman
Terri Myles
Texas Gas Transmissions
The Willow Tree
Thomas Avent
Todd & Susan Rust
Tom & Caroline Payne
Tonya Millay
Tracy Flener
Troy Faught
Union County Board of Education-Cares Act
Union County Fiscal Court
Union Hill General Baptist Church
United Way
United Way Henderson
United Way of Ohio Valley
US Bank

V K Hillerich
Valerie Cole
Vaughn Sanders

Wendy Wells
Westerfield Charles
William & Esther Jansing
William & Susan Tyler
William Vargason
Wilson, Hutchinson & Littlepage

Yeager Charitable Trust

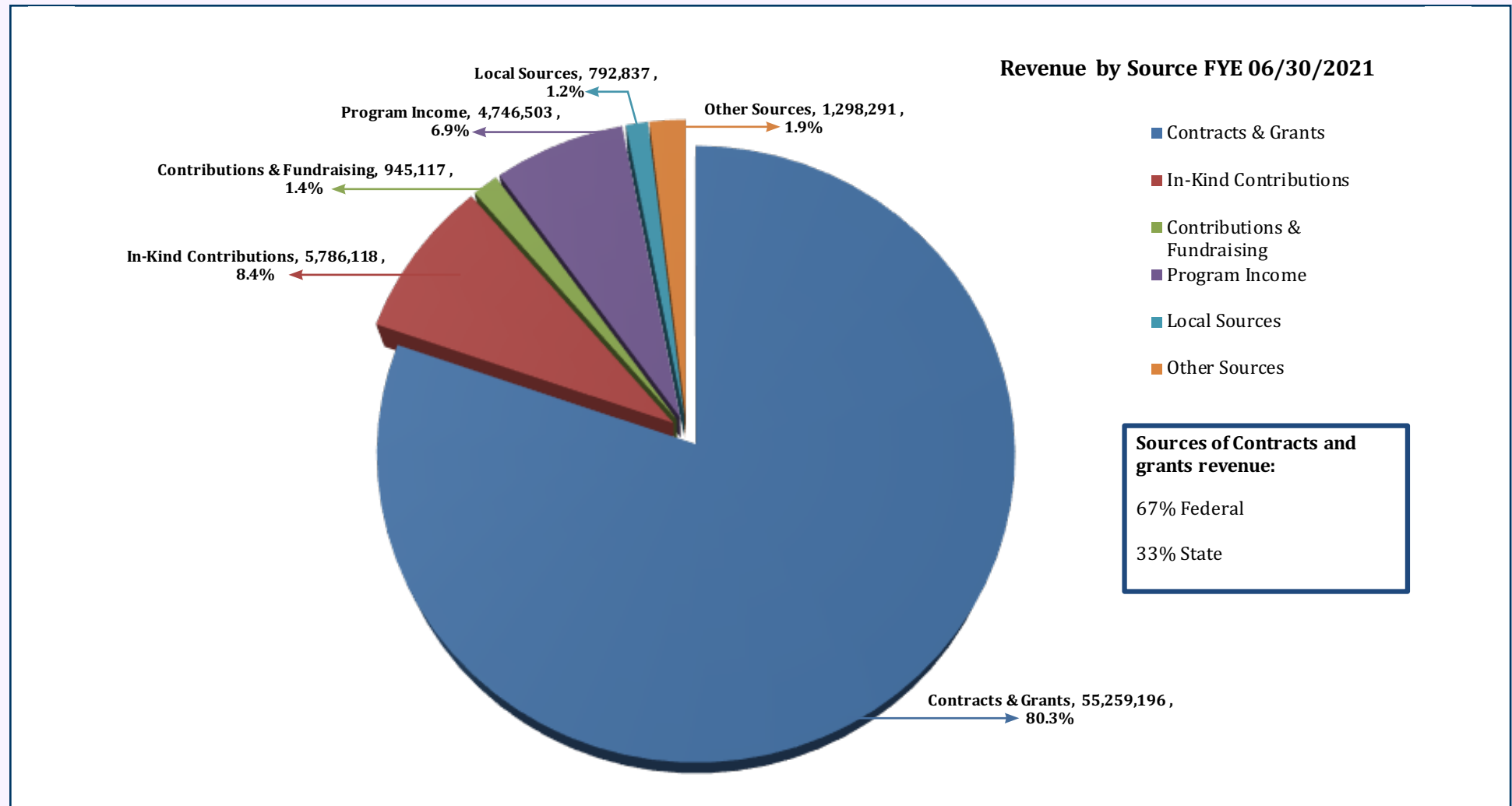
Overall Clients Served

- **Total Clients Served Across All Programs: 40,393**
 - **Total Volunteer Hours Contributed: 142,303**
 - **Total Miles Driven by GRITS staff: 4,010,417**
- **Audubon Area Community Care Clinic: Total Patients: 1425**
(Medical and Behavioral Health Combined and **3,326** total patient visits)
- **Community Services Program: 2,626 families served.**
- **Head Start/EHS: 2,956 Families and Children**
- **Housing: 912** Individuals and Families provide safe, affordable and stable housing
- **Foster Grandparent: 34** volunteers serving **108** children and families
- **RSVP: 262** volunteers serving in **27** community partner sites/organizations
 - **SCP: 65** volunteers serving **165** elderly clients in the community
 - **FPP: 119** Families served and remaining safe and together at home
- **Kynect: 5,280** individuals assisted in locating appropriate health care coverage or referrals
- **LIHEAP: 2,691** individuals and families assisted in maintaining a safe and warm home
- **ORR: 226** men provided safe and stable treatment and recovery programming
- **GRITS: 299,413** trips provided to individuals in the service area totaling **1,429,310** total miles driven by GRITS staff
 - **Employment and Workforce Development Services: 2,042** individuals provided training, coaching and or assessments to gain or maintain stable employment services

Summary of Financial Activities

For Fiscal Year Ended June 30, 2021

Revenue from all sources	\$ 68,828,062
Expenses from all services	\$ 62,438,721
Increase in resources	\$ 6,389,341



*Other Sources include unrealized gains from investments, realized gains from investments, investment income, gain from sale of capital assets, fundraising, and interest income.

Major Service Legend:

Early Childhood includes Head Start, Early Head Start Child Care Partnerships, WKU Delegate, USDA, and Head Start Program Income & Donations

Transportation includes Green River Intra-County Transit System (GRITS)

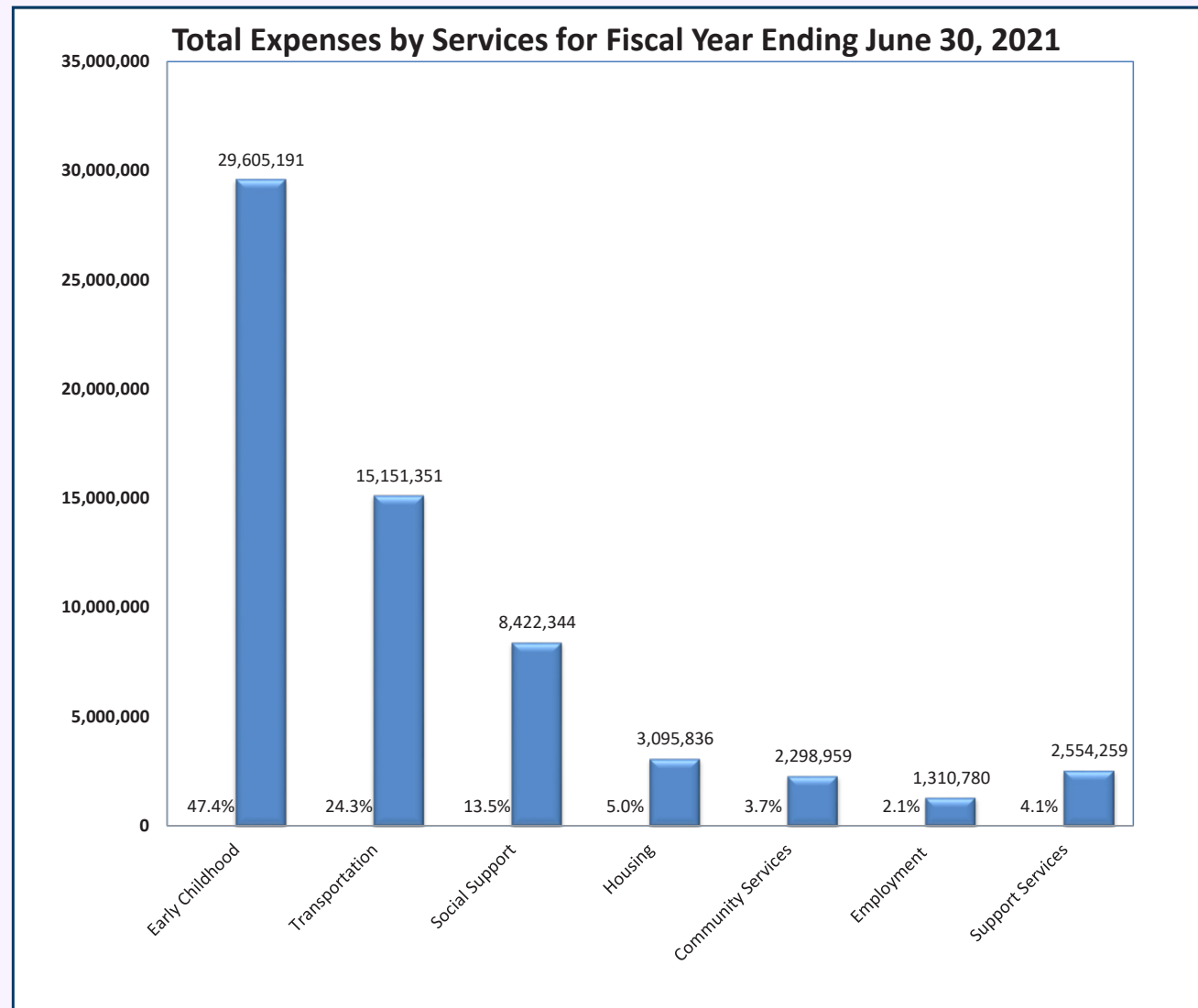
Social Support includes Family Preservation, Kynector, Senior Volunteer programs, Owensboro Regional Recovery, LIHEAP, Imagination Library, and VISTA

Housing includes Weatherization, Housing Management Services, Audubon Lincolnshire and Lincolnshire North Apartments, Energy Cares, The Learning Villa, Horizon Place, Independence Heights, Presidents Place, Beaver Dam Village, and Mya Manor

Community Services includes CSBG, WinterCare, Care Clinic, and Logsdon Community Services

Employment Services includes Kentucky Works, SNAP E&T, Senior Community Service Employment Program, and Training Center

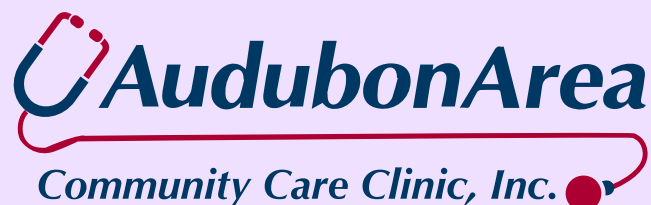
Support Services includes Indirect Executive Administration, Finance, Human Resources, Information Technology, Fundraising, Payroll Fund, and the General Fund





Audubon Area Community Care Clinic (Clinic) is a Federally Qualified Health Center funded through the Health Resources and Services Administration 330(h) Healthcare for the Homeless grant. The Clinic provides primary healthcare services, behavioral health services, supportive services, and referral services to the homeless, transiently housed, uninsured, underinsured, refugee and medically underserved populations within Daviess, Hancock, Henderson, McLean, Ohio and Union Counties. The Clinic strives to be the medical home for patients to improve their overall health status and decrease health disparities of the medically underserved and vulnerable populations in the seven county service area – Daviess, Hancock, Henderson, Ohio, McLean, Union, and Webster counties.

As part of the primary healthcare services, the Clinic provides physical examinations, immunizations for adults and children,



“Committed to provide quality, integrated health care and human services for vulnerable and homeless individuals and families in the Green River area.”

office and laboratory testing, chronic care management, hepatitis C treatment, and care for acute and chronic health problems. Behavioral health services include substance use disorder treatment, trauma therapy, mental health counseling, anger management, and treatment for depression, anxiety and bipolar disorders. The Clinic also offers supportive services like prescription assistance, transportation to and from appointments, referrals for dental and eye exams, case management, application assister insurance enrollment, and interpretation and translation services in over 200 languages. Finally, the Clinic collaborates with partner entities such as Owensboro Health, Green River Health Department, Mental Health Court of Daviess County, River Valley Behavioral Health, and The Community Dental Clinic to provide expanded care including behavioral health and substance abuse services, dental care, and other health care specialties.

This year has been a year of growth and challenges. To grow services, the Clinic purchased a second site located at 1620 Frederica Street in Owensboro, Daviess County. The new site will open in the fall of 2021 and will allow the Clinic to serve more patients. In addition to the new location, a

fully functioning mobile unit was added to further expand outreach to patients. This was accomplished while staff were challenged with addressing the COVID-19 pandemic. At the start of the pandemic the Clinic developed a drive-thru testing site for anyone in the community to be tested for COVID-19 and was able to obtain test results within 24 to 36 hours.

Address:
750 Salem Dr., Suite 2,
Owensboro, KY 42303

Phone: 270-686-6040
Fax: 270-686-6050

Hours of Operation:
Mon. – Fri. 8:00 a.m. – 5:00 p.m.

Key Facts:

- Medical Patients Served: **886**
- Medical Visits: **1,674**
- Medical Telehealth Visits: **373**
- Behavioral Health Patients Served: **539**
- Behavioral Health Visits: **776**
- Behavioral Telehealth Visits: **503**
- Insurance Assists: **156**
- Homeless Patients: **691**
- Veteran Patients: **15**
- Hepatitis C Patients Treated: **87**
- COVID Tests Performed: **2,784**

Insurance Source:

- Medicaid **76.7%**
- Uninsured **3.82%**
- Medicare **9.59%**
- Private **9.89%**

Community Services

The Community Services department administers the Community Services Block Grant (CSBG) program in Daviess, Hancock, Henderson, McLean, Ohio, Union, and Webster counties in western Kentucky. The CSBG program exists to alleviate the causes and conditions of poverty and promote self-sufficiency. Through collaboration with existing community resources, case managers work with individuals and families of all ages to secure emergency needs such as food, rent and mortgage payments, disaster assistance, utility bills including natural gas, electric, water and wastewater to alleviate the conditions of poverty. Case managers promote self-sufficiency by helping clients obtain things such as eyeglasses, scholarships, birth certificates, photo identification and work supplies like boots, nursing uniforms, welding supplies. A community wide needs assessment is conducted annually to determine the primary barriers to self-sufficiency throughout the region and is used to inform the work of the Community Services department. Through the flexibility of the CSBG program funding, the Community Services department is able to fill the gaps between the other Audubon Area programs to fight poverty and promote self-sufficiency one household at a time.



2,248

Utility Assistance

92

Rent/Mortgage Assistance

275

Food/Household/Employment Assistance

11

New Eyes for the Needy

2626

Total Assistance

Early Childhood Development

Department: Early Childhood Development

Program: Head Start, Early Head Start, and Early Head Start Partnerships

Audubon Area Head Start's mission is to have children ready to enter school with the skills they need to be successful in kindergarten and beyond. Audubon Area Head Start fosters school readiness for at-risk children from birth to age five by providing child and family centered services that promote the healthy development of children throughout sixteen counties in western Kentucky. Over 2,500 children from low-income families and children with disabilities were served this year.

Head Start Early Childhood Services:

Head Start Child Services

Audubon Area Head Start programs include Head Start, Early Head Start, Early Head Start Child Care Partnerships, Kentucky Education Reform Act (KERA) Preschool Program, and the delegate Head Start funded by the Western Kentucky University Child Care Consortium. Delivery of services is carried out in multiple settings including center based classrooms, home-based visitation, and child care partners.

Teaching staff use Creative Curriculum as their core curriculum. Creative Curriculum is research-based and encourages teachers to involve children in their own learning and choose activities and topics that are meaningful to the children. This approach ensures that children make gains in all developmental domains outlined in the Kentucky Department of Education's Early Childhood Learning Standards and the Head Start Early Learning Outcome Framework.

Audubon Area Head Start uses My Teaching Strategies as an ongoing child assessment to identify and track each child's progress and needs. Teachers use child learning outcome data to help plan classroom activities which address gaps in the learning progress. Teaching staff assess the work collected for each child's portfolio and determine the skill level of children on various learning outcomes. This information is used to design activities that support and encourage individual skill development.

The Classroom Assessment Scoring System (CLASS) tool is used to assess teacher interaction with children. The Child Development Team, composed of education specialists, provides coaching and mentoring to classroom staff to assure best practices in the classroom are implemented. The Mental Health Service Coordinator was added to the

Child Development Team this year to ensure mental health services for children and families are timely and support the Head Start Program Performance Standards as well as the Head Start Early Learning Outcome Framework.

Head Start Family and Community Services

Audubon Area Head Start collaborates with families, community members, and other local agencies to identify common goals, align resources, and share data for continuous improvement in helping communities thrive. Parents enter a partnership with Audubon Area Head Start staff on their children's behalf. They share their children's strengths, talents, personality, temperament, culture, and progress at home which aids program quality and practices.

Audubon Area Head Start utilizes the Office of Head Start's research-based Parent, Family, and Community Engagement (PFCE) Framework, an organizational guide for collaboration to promote positive, long-lasting outcomes for children and families. The PFCE Framework specifies seven family outcomes that guide staff as they partner with families to set and track progress on goals parents set for themselves and their children. Community partners provide culturally and linguistically responsive services and helpful resources

to parents. They can work with families and program staff toward such goals as parents' educational advancement, economic mobility, and other aspects of family well-being.

Parent engagement is encouraged through parent activities, meetings, and trainings. These engagement opportunities continue to be offered through hybrid models including in-person, social media platforms, as well as utilizing QR codes. Audubon Area Head Start provides parents the Ready Rosie parenting curriculum, which is an evidence and research-based family engagement and early learning resource that parents receive virtually. Age-appropriate playlists are sent out weekly to parents, with additional playlists to address

individualized family needs. Playlist videos consist of short "modeled moments" for the parent to watch, practice with their child, and provide feedback. Hard copy materials are also available to families who are unable to participate virtually. Ready Rosie not only aligns with the PFCE Framework, but also with the Head Start Early Learning Outcomes Framework. As of July 2021, there were 1,241 registered users who viewed 3,016 videos, resulting in 11,505 family outcome opportunities and 7,224 learning outcome opportunities. The majority of family outcome opportunities were received in Positive Parent-Child Relationships (3,241), Families as Learners (3,198), and Families as Lifelong Educators (3,175). The majority of learning outcome opportunities were received in Language

& Literacy (2,505) and Health & Well-Being (2,359).

Head Start Health Services:

Children must be healthy to learn. Audubon Area Head Start ensures all enrolled children and pregnant mothers receive comprehensive health services including medical, dental, mental health, nutritional, and pre-natal assistance. Staff work with parents to ensure children are up to date on all medical and dental requirements outlined in the Kentucky Early Periodic Screening Diagnostic Treatment Plan (EPSDT). A wide range of partners including, pediatricians, dentists, local health departments, managed care organizations, and hospitals work with staff to meet the health care needs of all Audubon Area Head Start



Early Childhood Development

children and pregnant mothers. Children with special health care needs are welcomed into the program. Audubon Area Head Start partners with First Steps and the local school districts to make certain that children with special health care needs receive specialized therapies addressing individualized needs. Nutritional needs of the children are evaluated and met on a daily basis. Meals are adapted to address child allergies and other individualized needs.

Head Start Distinctions and Awards:

Audubon Area Head Start continued its Leadership Academy for rising stars this year. Each participant was nominated and selected by Audubon Area Head Start leaders to continue a more intentional approach to professional development. Ten participants were involved in a year-long program that focused on Head Start initiatives, leadership building, and communication skills to prepare staff for future opportunities within the program. Completion of the program concluded with participants presenting realistic ideas to Head Start leadership that could be adopted by the program to enhance services in some way.

Audubon Area Head Start navigated the

COVID-19 pandemic by overcoming many challenges that were only worsened by staff shortages. Although barriers existed, the program was able to maintain funded enrollment of 95% or higher most months and was applauded by regional Head Start officials for making in-person learning a priority. Audubon Area Head Start Child Care Partners successfully achieved 100% funded enrollment for five months consecutively that coincided with the Office of Head Start's "ramp up" period.

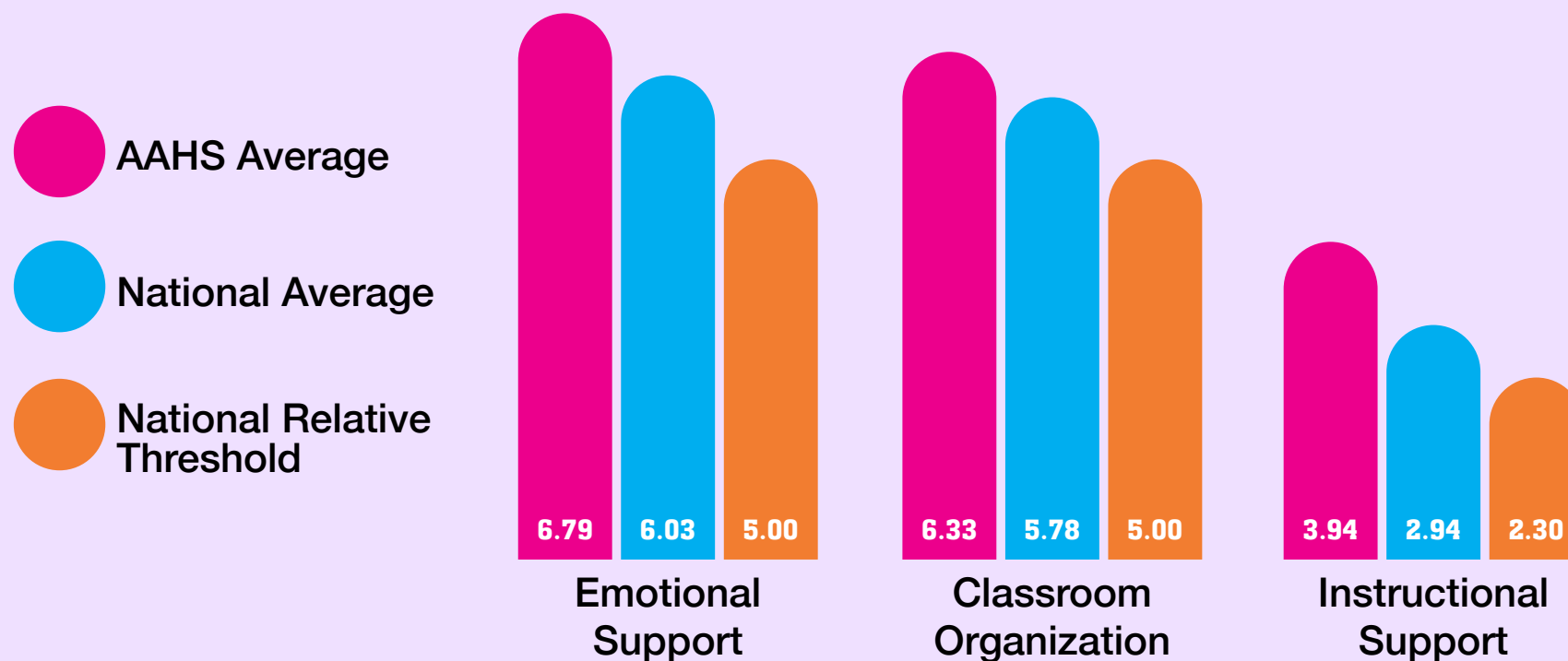
In June of 2021, the Administration for Children and Families (ACF) conducted the Focus Area One (FA1) monitoring review of the Audubon Area Head Start and Early Head Start programs. The FA1 review allows the Office of Head Start to understand how programs are progressing in providing services in the five year grant cycle. The resulting report contains information about the grantee's performance and compliance with the requirements of the Head Start Program Performance Standards (HSPPS) or Public Law 110-134, Improving Head Start for School Readiness Act of 2007. The report for Audubon Area Head Start and Early Head Start contained no opportunities for continuous improvement, no area of concern, no area of noncompliance, and no deficiencies.

Audubon Area Head Start was granted

\$ 7.1 million by the Office of Head Start to build a state of the art facility in Crittenden County to begin operations in the fall of 2022. This facility will be solar powered and have a near "net zero" energy rating. The facility will allow the program to consolidate services into one location to serve Early Head Start and Head Start eligible children. The building will have a self-contained storm shelter that will withstand 200 plus mile per hour winds, a STEAM (Science, Technology, Engineering, Arts, and Math) room, three infant and toddler classrooms, three preschool classrooms, and a full service industrial kitchen. The new location will employ 25 staff and serve 84 children.



CLASS Score



The Classroom Assessment Scoring System (CLASS) assesses interactions between teachers and children in ten dimensions within three domains. The Office of Head Start believes the domains of quality measured by CLASS remain central to its approach to child development and education and serve as important indicators of the future.

Employment Services

Audubon Area Employment Services delivers three programs with similar missions – to provide employment training and opportunities that lead to self-sufficiency. The three programs are the Kentucky Works Program (KWP), the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program, and the Senior Community Service Employment Program (SCSEP).

The Kentucky Works Program (KWP)

Federal and state funded assistance programs often have work requirements. The Kentucky Transitional Assistance Program (KTAP) is the assistance program established by Kentucky using federal funds from the Temporary Assistance for Needy Families (TANF) block grant to provide financial and medical assistance to needy dependent children in Kentucky and the parents, or relatives, with whom the children are living. Work-eligible individuals receiving KTAP assistance are required to participate in the Kentucky Works Program. The KWP helps work-eligible individuals who receive assistance through the KTAP obtain employment and educational training that leads to self-sufficiency. Audubon Area Employment Services administers the KWP in 34 counties in Kentucky.

SNAP Employment & Training (SNAP E&T)

The Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps, helps low-income people buy nutritious food. SNAP also has work requirements. One of the SNAP general work requirements is participating in the SNAP E&T program. The SNAP E&T program promotes long-term self-sufficiency and independence by preparing SNAP recipients for employment through receiving on-the-job training, work experience, work-related education, and training activities. SNAP E&T is a program of the Department for Community Based Services (DCBS) that is administered by five non-profits throughout Kentucky. Audubon Area Employment Services is one of the five SNAP E&T providers for DCBS in Kentucky and serves 34 counties.

The Services Senior Community Service Employment Program

Authorized and funded by the Older Americans Act, the Senior Community Service Employment Program (**SCSEP**) is provided by Audubon Area Employment Services in 13 counties in western Kentucky. SCSEP is a community service and work-based job training program for older Americans with limited financial resources. SCSEP participants gain work experience in a variety of community service activities at non-profit and public facilities including schools, hospitals,



day-care centers, and senior centers. The programs provide subsidized community service hours to public and non-profit agencies, allowing them to enhance and provide needed services. Participants work an average of 20 hours a week and are paid the highest federal, state, or local minimum wage. The SCSEP serves as a bridge to unsubsidized employment opportunities for participants.

SCSEP participants must be at least 55, unemployed, and have a family income of no more than 125% of the federal poverty level. Enrollment priority is given to veterans and qualified spouses, then to individuals who are over 65, have a disability, have low literacy skills or limited English proficiency, reside in a rural area, are homeless or at risk of homelessness, have low employment prospects, or have failed to find employment after using services through the American Job Center system.

Training and Employment

Clients participating in the KWP, SNAP E&T, and SCSEP programs go through the Personal Effectiveness Skills Training, a training curriculum developed by Audubon Area Employment Services that

covers self-management, job performance, team performance, and being an asset to the organization. Once clients have mastered the basics of the Personal Effectiveness Skills Training, they move into a specialized certificate program based on their individualized education plan. Some of the most popular certificate programs are the **Retail Associate, Customer Service Associate, Housekeeper, Groundskeeper, Janitor, Kitchen Helper, Office Worker, Warehouse Worker, Teacher Assistant, and Receptionist** certificate programs. Clients are also provided real-life work experiences where they can apply academic and technical skills and develop their employability.

Audubon Area Employment Services works intensively with clients in the KWP, SNAP E&T, and SCSEP programs to identify areas of interest and to prepare clients for successful job placement. Audubon Area Employment Services also works with employers and community organizations to offer positions that match clients' interests and developed skills. The career pathways approach to unsubsidized employment is used by combining time-limited placement strategies with a work-based learning experience, subsidizing employment with a comprehensive set of services to help participants overcome barriers, and building work-related skills.

The COVID-19 pandemic has had a significant impact on KWP, SNAP E&T, and SCSEP programs and the participants. To help mitigate the health risks of the COVID-19 pandemic to participants, the Commonwealth of Kentucky implemented a "Good Cause exemption" where clients were not required to fulfill work requirements related to the KWP, SNAP E&T, and SCSEP programs. Audubon Area Employment Services continued offering services despite the challenges presented by the COVID-19 pandemic. SCSEP paid for at-home training, where participants completed training online or with printed materials sent to their home. All participants in the KWP, SNAP E&T, and SCSEP programs were provided additional training on things like healthy eating and exercise to manage stress during the COVID-19 pandemic.



98.72%

Job
Retention Rate

0.00%

RTB Ratio

1.28%

Job
Turnover

50

(OJT)
On the Job Training

Mean Second
Quarter Income
for Participants -

\$10,132.30

Aggregate Payroll Taxable Income for
Active Rolling Participants

\$8,677,562.51

2,042

The number of
Business Partners

0.32473

Gini Index
(Aggregate)

Housing and Energy

Audubon Area Community Services' Housing and Energy division provides affordable housing opportunities in Owensboro and Beaver Dam, Kentucky and Weatherization Program services in Daviess, Hancock, Henderson, McLean, Ohio, Union, and Webster counties.

Lincolnshire and Lincolnshire North are two adjacent project-based complexes providing 208 safe and affordable housing units for low-income individuals and families. Units consist of one, two, and three-bedroom apartments with an on-site laundry facility. The complexes offer units for the mobility, vision, and hearing impaired. Utilities are included in the rent. A 14-million-dollar renovation was completed in 2019. Lincolnshire and Lincolnshire North are located in Owensboro, Kentucky.

Beaver Dam Village offers 40 two-bedroom units and a community room for income-eligible senior adults 55 years and over. Beaver Dam Village has units for the mobility, vision, and hearing impaired. Monthly activities are organized for the tenants. A playground is offered on the premises for grandchildren. Beaver Dam Village is located in Beaver Dam, Kentucky.

Mya Manor is a recently constructed 32-unit complex located in Beaver Dam. The two-bedroom units are for income-eligible senior adults 55 years and older.

The complex is adjacent to Beaver Dam Village. Mya Manor is located in Beaver Dam, Kentucky.

The Learning Villa Scholar House provides housing for low-income students with children. There are 56 two-bedroom units, a computer lab, a community room, and an onsite childcare facility. Enrichment programs are focused on parenting, personal finances, and other life skills. An Audubon Area Head Start facility is located next door. The Learning Villa Scholar House is located in Owensboro, Kentucky.

Independence Heights is a 24-unit apartment complex to ease the burden of youth transferring out of foster care. Apartments are also available to income-eligible households. The units are two bedrooms. Amenities include a computer lab, community room, and exercise room.



Independence Heights is located in Owensboro, Kentucky.

Horizon Place provides independent living for seniors 55 years and over and those with special needs. Horizon Place provides 34 two-bedroom units which include a security alarm and help call system. A community room is adjacent to the units and features a meeting room, computer lab, grandchild's playroom, exercise room, kitchen, and dining area. Horizon Place is located in Owensboro, Kentucky.

Presidents Place offers 30 one-bedroom and 30 two-bedroom units for income-eligible seniors. A community room with a kitchen is located at the facility as well as an exercise and a computer room. Presidents Place is located in Owensboro, Kentucky.




Habitat for Humanity Owensboro and Daviess County has been funded with \$120,000 of Affordable Housing Trust Funds from the Kentucky Housing Corporation. The funds will be utilized to construct four low-income single-family homes in Owensboro. Audubon Area Community Services wrote and will administer the grant on behalf of Habitat. Two houses have been completed and an additional two will be completed by the end of summer 2021.

Audubon Area Community Services Weatherization Program is designed to help low-income families reside in an energy-efficient home. Trained technicians conduct energy audits to identify air filtration and stop continuous leaking. These steps include weather stripping, insulation, caulking, and installing window kits. In addition, current heating units are inspected and repaired or replaced if needed. The program is open to families at or below 200 percent of the federal poverty level. Applicants must provide Social Security cards and verification of income for 12 months from all household members, deed to the house or title to a mobile home in which they reside, and heating and electric bills for 12 months. The Weatherization Program services the counties of Daviess, Hancock, Henderson, McLean, Ohio, Union, and Webster.



Social Support Services

Family Preservation and Diversion Programs



The Family Preservation Program (FPP) provides family counseling by focusing on unique clients' needs and offering guidance and empowerment opportunities to families in crisis. FPP programs are designed to safely maintain children in their own home, to prevent unnecessary placement outside the home, and to facilitate the safe and timely return of children who have been removed from their home. Services provided may include parenting skills, anger or stress management, basic housekeeping skills, discipline techniques, substance abuse, domestic violence, etc. Services are available in the seven county service area and are secured through referrals from the Department for Community Based Services. The Family Preservation Program is a licensed Behavioral Health Services Organization in the Commonwealth of Kentucky.

The program requires follow-up visits with each family after case closure at varying intervals. This year at the end of three months after closure, 95% of the children served by the Audubon Area Family Preservation Program remained in their home, 93% remained in their home six months after closure, and 97% remained in their homes twelve months after closure. This far exceeds the program

target of 75% of children remaining in their homes after closure.

This year the Family Preservation Program managed 122 cases.

Foster Grandparent Program

The AmeriCorps Seniors Audubon Area Foster Grandparent Program (FGP) is a dual purposed program that benefits both the volunteer and the clients they serve. Volunteers aged 55+ who meet specific income eligibility guidelines are placed in elementary schools and Head Start Centers to provide individualized attention and support to students that have been identified as needing specific assistance in order to achieve academic, developmental, or behavioral goals. FGP also enhances the physical, mental and financial abilities of the volunteer. In exchange for a commitment of 20 service hours per week, volunteers receive a number of federally mandated benefits.

Due to the COVID-19 pandemic, Foster Grandparents were not allowed to volunteer in schools/daycares or Head Start Centers. AmeriCorps Seniors announced that all Foster Grandparents were allowed to receive a temporary allowance equal to their average weekly stipend.

37 Foster Grandparents were enrolled and received **48,566** hours of stipend pay.

By the middle of April 2021, three Foster Grandparents returned to in-person assistance providing services to **15** children.

kynect Program

Kentucky Health Benefit Exchange's (KHBE) main function is to oversee the Commonwealth's implementation of the Affordable Care Act. Through the Exchange, individuals in Kentucky may apply for Medicaid, KCHIP (Kentucky Children's Health Insurance Program), or a QHP (Qualified Health Plan). Once eligibility is determined, a MCO (Managed Care Organization) or QHP may be selected. Depending on household size, tax filing status, and income, the individual or family may qualify for APTC (Applied Premium Tax Credit) and/or CSR (Cost Sharing Reduction) with their chosen QHP. Audubon Area Community Services provides certified kynectors in the seven county service area to assist with the application and plan selection processes through KHBE.

Medicaid Applications: 124

Presumptive Eligibility Medicaid Applications: 14,362

Medicaid Renewals: 1

Qualified Health Plan Applications: 2

KCHIP Applications: 1

PureCloud Outbound Calls: 4,513



Low Income Home Energy Assistance Program (LIHEAP)

The Low Income Home Energy Assistance Program (**LIHEAP**) offers assistance to low-income families with the highest home energy needs who are at imminent risk of losing their fuel source. LIHEAP offers benefits towards utilities like electric, gas, propane, kerosene, wood, and/or coal in the seven county service area.

This year **15,152** applications were processed for a total of **\$3,359,862** in benefits.

Owensboro Regional Recovery

Owensboro Regional Recovery (**ORR**) is a long term substance abuse recovery center for men who are homeless or at risk of being homeless due to substance abuse and serves up to 100 men at a time. ORR is a partnership between Audubon Area Community Services and Lighthouse Recovery Services and is one of nineteen Recovery Kentucky centers in Kentucky. Recovery Kentucky is a joint effort of the Kentucky Department for Local Government, the Department of Corrections, and Kentucky Housing Corporation to address Kentucky's drug problem and related homeless issues. Clients are referred to Owensboro Regional Recovery from many sources including self-referrals, Kentucky Department of Corrections, Drug Court, hospitals, and shelters.

Treatment averages six to nine months depending on the individual and is composed of five main components through which clients advance, each focusing on levels of sobriety through supportive services, attitudes, behaviors, responsibility and accountability. The five components are Safe off the Street, Motivational Track I, Motivational Track II, Phase I, and Phase II. Safe off the Streets is a fresh start for men, helping them stabilize and prepare for the recovery program. Motivational Tracks I and II help clients learn about addiction and become aware of the impact of the disease in their lives and the negative impact addiction has on those around them. In Phase I clients study The Big Book (alcoholics Anonymous), participate

in Recovery Dynamics, and develop more responsibility in the ORR community. Finally, in Phase II clients begin the process of reentering the workforce and develop sustainable recovery.

The Behavioral Health Outcome Studies team at the University of Kentucky Center on Drug and Alcohol Research (UK CDAR) conducts an annual outcome evaluation for the Recovery Kentucky centers. The evaluation includes clients who have advanced to Phase I after completing the SOS and Motivational Tracks and who agree to be contacted for the follow-up survey 12 months after entering Phase I. Results consistently show a significant reduction in substance abuse, homelessness, and mental health concerns.

This year Owensboro Regional Recovery served **226** new clients, **88** clients completed life skills classes, and **8** clients completed parenting classes.

AmeriCorps Seniors RSVP

AmeriCorps Seniors RSVP (**RSVP**), formerly known as the Retired and Senior Volunteer Program, is America's largest volunteer program for seniors. RSVP engages adults aged 55 and over in meaningful service activities in nonprofit organizations that address critical issues such as hunger, homelessness, health, literacy, poverty, etc. By matching their skills, interests, and experiences with service, the RSVP volunteer actively participates in opportunities that offer personal enrichment and fulfillment, improves their own physical and mental

Social Support Services

health, while acting as a catalyst for positive change in their community. RSVP volunteers receive federally mandated benefits that support or enable them to volunteer.

Benefits include transportation, supplemental accident and liability insurance, recognition, training, and administrative support.

Volunteers – 223

Hours Served – 37,684

Volunteer Stations Served – 22

When surveyed, RSVP volunteers:

- 94% responded yes, volunteering has improved/maintained their physical well-being
- 81% responded yes, volunteering has improved/maintained their mental well-being
- 96% responded yes, volunteering has improved/maintained social contacts
- 97% responded yes, volunteering helps build self-esteem
- 85% responded yes, volunteering helped them learn new skills
- 98% responded yes, volunteering has provided them with personal enrichment/fulfillment

Senior Companion Program

The AmeriCorps Seniors Audubon Area Senior Companion Program (SCP) is a dual purposed program that benefits both the volunteer and the clients they serve. Volunteers aged 55+ who meet specific income eligibility guidelines are placed in the homes of the frail elderly in an effort to prevent or to delay institutionalization. Senior Companion volunteers encourage the client to live independently to the fullest potential by offering services such as companionship, cognitive awareness, mobility encouragement, light housekeeping, laundry assistance, meal preparation, and respite care all at no cost to the client. The SCP also enhances the physical, mental and financial abilities of the volunteer. In exchange for a commitment of 20 service hours per week, volunteers receive a number of federally mandated benefits.

of Volunteers -66

of Hours Served – 75,785.5

of Clients Served – 194

The Senior Companion volunteer have a significant impact on the clients they serve:

- 99% of the clients served reported they were less lonely

- 97% reported of the clients served reported they were able to remain in their own home
- 100% of the caregivers served reported they were able to keep their loved one at home with the assistance of a Senior Companion volunteer.



Transportation

This year the Green River Intra-county Transit System (GRITS) transported COVID positive clients to life sustaining appointments, maintained consistent and reliable transportation services to those in most need, and maintained a high level of service to the public during the COVID-19 pandemic. GRITS drivers and operations staff provided vital frontline support to the community during the pandemic and a great deal of gratitude is due GRITS staff who were willing to put themselves at risk to carry out these tasks. GRITS continues to be an important part of improving the lives of people in the region, even during difficult times.

To mitigate the health risks associated with COVID-19 GRITS instituted additional safety protocols including mask wearing, installing plastic barriers in vehicles, placing hand sanitizer dispensers in vehicles, providing gloves and face shields, disinfecting vehicles with hydrogen peroxide misting devices, and providing protective goggles and gowns. All of this was done to protect the passengers as well as the driving staff as they battled near the front lines of COVID-19. GRITS drivers and operations staff also persisted through various manpower deficiencies throughout the year.

This year GRITS added a new passenger service alongside the Medicaid transportation service. Through a contract with the Transportation Cabinet, who in turn has a contract with the Kentucky Department of Corrections, GRITS is providing transportation to individuals released from incarceration to various Department of Corrections approved appointments. Many of these passengers are traveling to addiction centers, jobs, and other services to enable them to become part of society again and lead productive lives.

GRITS will continue to serve and support the region through both good and turbulent times, delivering safe and reliable transportation services for years to come!

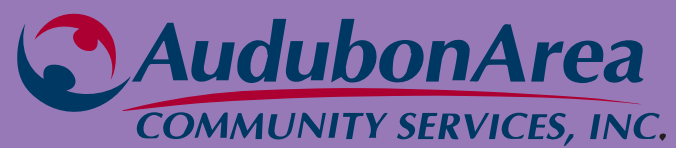
Total Trips – 44,115

Total Miles Driven – 586,701

GRITS miles traveled for last year
7/1/20 through 6/30/21
4,010,417

July 2020	315,890
August 2020	324,439
September 2020	310,594
October 2020	318,774
November 2020	317,434
December 2020	307,377
January 2021	268,998
February 2021	290,830
March 2021	407,141
April 2021	369,938
May 2021	380,600
June 2021	398,402





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