

2020 Annual Report

RIDING OUT THE STORMS OF 2020

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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



Joanne Kendall
2020-2021 Board Chair

Helping People Changing Lives Strengthening Communities

As Board Chair of Audubon Area Community Services for 2019-2020, I am pleased about the extraordinary success our employees, Leadership Team, and Board members in working to expand the outreach of Audubon Area and to implement needed changes to move the agency forward during the Coronavirus Pandemic.

We are currently still operating at near capacity in terms of service delivery in the continued COVID-19 impacted environment. The agency is experiencing all-time highs in client service requests in order to meet the needs of financial distress of families in our communities. In the local/county offices, coordinators and LIHEAP staff are working hard to take calls, process assistance applications and get all the appropriate paperwork from applicants to get assistance out timely.

I am proud of our employees, Leadership Team, and Board members who met the challenge and have gone above and beyond the call of duty this year.

I am thankful to have had the opportunity to serve in the leadership position as Board Chair for the past two years and help support the expanding challenging work of Audubon Area Community Services, Inc.

Sincerely,

Joanne Kendall
Board Chair

Message from 2020 CEO Robert Jones



Robert Jones
CEO

Dear Friends,

I am honored to present to you the 2020 Annual Report. Although we may think of this past year as one of hardship and suffering I am proud of the way Audubon Area Community Services, Inc. overcame the many challenges the year presented. Our communities faced a global pandemic, a global recession and deeply felt social and racial injustice along with the rest of our nation. As these events unfolded, our Board of Directors and our staff continued to focus on our tasks and the growing 'War on Poverty' created in this crisis. I would like to thank our Board of Directors who supported me, our agency, programs, and staff for their dedication and commitment. Together we touched the lives of 38,360 individuals and families during the COVID-19 pandemic. Our world has permanently changed and I want to thank our staff for the way they have adapted to incorporate virtual technology and on-line interaction in order to continue our service to others. They embody our mission statement:

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

As we look to next year, I am confident we will continue to change, evolve, and innovate with passion as we strive in creating a better future for us all by lifting up those we serve.

Sincerely,

Rob Jones
Chief Executive Officer

2020 Board of Directors

BOARD OFFICERS

Board Chair
Ms. Joanne Kendall

Vice Chair
Dr. Lynda C. Harrison

Secretary
Mr. Marshal Hatfield

CONSUMER REPRESENTATIVES

District I – Union Co.
Mr. Doug Rodgers

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

District III - Henderson Co.
Mrs. Jamie Like

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
Ms. Phyllis Church

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. Larry Conder,
Mayor’s Representative

PUBLIC REPRESENTATIVES

Brescia University
Dr. Sandra Obilade

Dixon Lions Club
Mr. Brian Reynolds

Henderson NAACP
Ms. Debra 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

Ms. Nelda Barnett
Mr. Doug Smith
Mr. J.D. Meyer
Ms. Kathy Grindle
Ms. Bridget Murray
Mr. Keith Sanders
Mr. Jesse Mountjoy
Ms. Daisy James
Ms. Charlotte Whittaker

Our 2020 Contributors

Audubon Area Community Services would like to thank:

Adkins, Aaron & Sarah
Adkins, Bob and Carolyn
Akers, Nancy
Alan and Karen Cecil
Alice Flaim
Amanda and William Phelan
Andrea Hardy
Angela and Joseph Husk
Angela Clark
Angela Gibbs
Anonymous
April Barker
April Haney
Ashley Sims

Ball, Rob
Ball, Rob & Kelley, Andrew
Bar Louie
Barry and Laurna Strehl
Basham, Eileen
Bastin Optometrist Clinic
BB&T
Be Real Sports
Bellevue Baptist Church
Beverly Swanson
Big Lots
Bill & Susie Tyler
Blandford, Esther
Bob and Mary Lou Storm
Bob Glenn for City Commissioner
Boone, Patricia
Boulware Mission
Bratcher Family
Bratcher, Jared
Bratcher, Jeremy
Brenda Brown
Brescia University Inc
Brittney Babbs
Bruce and Charlotte Burton
Bryant Foundation

C Plant Federal Credit Union
Cadiz Hardware LLC
Camp, Colt
Care for Children Inc
Carie Stephens
Carol Braun
Carrie Kuegel
Catholic Charities
Charles Dawson
Charles Dawson
Charlotte Puckett
Chloey Threlkeld
Chris Westerfield
Christi Midkiff
Christian Rhodes
Christopher or Denise Jarboe
Christopher Payne
Cindy Thompson
City of Owensboro
Clark Restaurant Services
Cole, Valerie
Coleman, Karen
Commonwealth of Kentucky
Community Foundation of Louisville

Community Foundation of West KY
Crossroads
CRS
Crumbaker, Michael
CTC Investments LLC

Dale or Kathy Wilson
Danahauer Drug Co
Darrell Higginbotham
David and Rebecca Eggers
David Bristow
David Bristow
David Bristow
Daviess County Board of Education
Daviess County Board of Education
Daviess County Fiscal Court
Daviess County Fiscal Court
Daviess County Public Library
District
Debra and Ralph Barany
Deigg, Eric
Delapp, Lori
Dhiren and Priti Haria
Diane Bowers
Dollar General
Dollar General Literacy Foundation
Dollywood Foundation donors
Donald Sanders
Dontchos, Mary Lynn
Dr. Bret & Mrs. Julie Stallings
Durham, Robin
Dwayne Roby

Early Childhood Education Council
Eckert, Robert
Ed & Evelyn Allen
Edward & Judith Willen
Elizabeth Morris
Emily Payne
Eva Davis
Evansville Teachers FCU
Evergreen Lawn Care

Farmer, Roger & Kathy
Faught, Troy
First Presbyterian Church
Flick, Tom
Friends of Sinners

Galloway, Rebecca
German American Bank
Gideon & Amanda Payne
Gilbert and Sherry Baber
Gilbert or Sherry Baber
Glemore Distillery
Glen, Robert
Glenn Funeral Home
Grant, Benjamin
Greater Owensboro Realtor Asso.
Green River Area COVID-19 Fund
Green River Area COVID-19
Response Fund
Green River District Health
Department
Green River Regional Rape Victim
Services Inc

Gregory Lane
H. G. Satterwhite
Hancock County Fiscal Court
Hancock, Cindy
Hancock, Kevin
Helen Kline
Henderson Breakfast Lions
Henderson City Lions Charitable
Trust Inc
Henderson County Treasurer
Henderson Songfest Inc
Highland Elementary School
Hillerich, Vanessa
Hines, Millie B
Honorable Order of Kentucky
Colonels
Horn Foundation
Howard, Fred & Alice
Howard, Nancy

Illingworth Renner Basin Law Group
LLC
Independence Bank

J & J Housing
Jack T Wells
James and Donna Abel
Jamie Berry
Janet Land
Janet Land
Janice Odom
Jean Dennis
Jefferson Sorley
Jennifer Kiesling
John & Debra Woolley
John Anthony Hein
John Medley
John Timothy Phillips
John Woolley
Johnson, M.
Jordan and Brian Daugherty
Joseph & Rachel Riney
Judith Willen
Julie Stallings

Karen and Joseph Crisp
Karen Feldhaus
Karen Feldhaus
Karen Gotzy
Kathryn Doup
Kathy & Roger Farmer
KCTCS
Kelley, Andrew
Kelsey Friebe
Kenergy
Kenergy
Kevin Goins
Kim Johnson
Kimberly Johnson
King, Deep and Branaman
King's Table
Kiwanis Club
Kiwanis Club of Owensboro
Krista R Shields
Krista Shields

Kroger Community Rewards
Kroger Community Rewards
(Imagination Library)
Kroger

Landon Sheriff
Lanham, Dan
Larry Hale
Larry Hostetter
Laura Bronn
Laura Bronn
Laura Geotz
Layson, Joseph
Lemarr, Stuart
Lewis-Allen, Brenda
Lifetouch
Lighthouse Recovery
Linda Kabalen
Linmar Hospitality Group
Lisa & Curtice Newcom
Lisa and Curtice Newcom
Lora Anne Wimsatt
Lori Stone
Louis & Vicki Bellamy
Louis or Vicky Bellamy
Lyon County Schools
Lyon County Schools Reversal

Madison & Amy Silvert
Mallory Leucht
Manning, Jerry
Mark Kurz
Marsha Settle Nash
Mary & John Medley
Mary Alexia Howard
Mary Ava Poole
Mary Castlen
Mary Lynn Tichenor
Mary Tichenor
Mathematica
Matthew & Tamara McCoy
May, Wanda
Mayes, Byron
McCabe, Becky
McCarty, Athena
McKenzie Tichenor
McLean County Farm Bureau
McLean County Fiscal Court
Megan Carter
Megan Morris
Melissa Patel
Michael and Mary Lisa Clark
Michael Austin
Michael Austin DMD
Michael Horn Family Foundation
Michaela Marret
Mid America Metals Co. John Busse
Midland Credit Management Inc.
Mitch Settle DBA The Settle Group
Molina Healthcare Inc
Monica & Dennis Connelly
Monica and Dennis Connelly
Munday Activity Center Inc

Nanette Hendrix
NARSVPD

Network For Good
New Life Holding
Nina Coffey

OASIS
O'Dell, Nelson & Aron
Ohio County Food Pantry
Old National
Old National Bank Corp
Otis and Susan Hicks
Owensboro Family Eye Care PSC
Owensboro Grain
Owensboro Grain Company
Owensboro Health
Owensboro Health Regional Hospital
Owensboro Regional Health

Pack, Curt & Jacob Davis
Patricia and Obbie Todd
Patricia Tindel
Paul Searles
Pediatric Dentistry of Owensboro
Pediatric Dentistry Of Owensboro
PLLC
Perdue Farms
Perry Magan
Peterson, Jason & Julie
Pilkenton, Chris
Pitino Shelter
Plymouth Tube Co
Pool, Stella
Public Life
Public Life Foundation of Owensboro

Quintana, Ernie

Rainmaker Corporation
Rebecca Eggers
Regional Health Care Affiliates
Regional Land Title
Rhoads & Rhoads
Richard and Georgina Cecil
Riney Hancock CPAs
Rita Kamuf Jacobs
Robert and Holly Glenn
Robert Hamilton
Roger or Kathy Farmer
Rolling Pin
Ruth Clark
Ryan Hutchinson

Salvation Army
Sarah & Troy Mills
Sarah and Craig Thomas
Sarah Thomas
Settle Memorial United Methodist
Church
Shauna and James Horsman
Simply Chic Home Accents
Southern Star
Southern Star
Specialty Food Group
St. Benedict's Shelter
St. Stephen's Cathedral
Stacey Smith
Stephanie and Jeffrey Higdon
Stephanie Higdon

Steven and Janet Land
Sts. Joseph and Paul Church
Susan and Perry Byers
Susan Fenwick
Susan Scholze
Sylvia and Robert Lovett

Tamara and Bruce Brubaker
Taylor-Kaii, Samantha
Tegethoff, Ruby
Terri Myles
Texas Gas Transmission
Texas Gas Transmissions
The Salem Winston Foundation
(Trust Cares COVID-19)
The Settle Group
Theresa Daugherty
Threlkeld, Chloe
Tom and Kristy Lovett
Tom Lovett
Tonya Millay
Tracy Flener
Treasurer of Webster County, KY
LGEA Fund
TRUIST (Frontstream)
Tyson and Lindzey Trogdon

U.S. Bank
U.S. Bank employee donations
Union County Fiscal Court (LGEA)
Union Hill Gen Baptist Church
United Community Bank
United Way
United Way Henderson
US Bank
US Bank
US Bank Employee Matching Gift
Program
US Bank Home Mortgage
US Bank(employee Match-Tim
Coleman)

Valerie Coomes
Vic Richey
Vice, Carrol
Victor Richey and Suzanne Besnia

Walmart (Sam's)
Wayne and Sunshine Maglinger
Wells, David
Wendell and Marilee Thompson
Wendy Wells
Wendy Wells
Wetzel, Robert
William Tyler
William Boyken
William C Harrison
William Tyler
William Vargason
Wilson, Hutchinson & Littlepage
Wilson, Keith
Winnedce, Carne

Yeager
Yeager Charitable Trust

Overall Clients served by Agency in FY 2019

- Total Clients Served Across All Programs: **38,360**
 - Total Volunteer Hours Contributed: **17,414**
 - Total Miles Driven by GRITS staff: **1,429,310**

- **Audubon Area Community Care Clinic:** Total Patients: **942**

(Medical and Behavioral Health Combined and **2,304** total patient visits

- **Community Services Program:** **12,352** families served.
 - **Head Start/EHS:** **1,089** Families and Children

- **Housing:** **218** Individuals and Families provide safe, affordable and stable housing

- **Foster Grandparent:** **42** volunteers serving **209** children and families

- **RSVP:** **223** volunteers serving in **22** community partner sites/organizations

- **SCP:** **76** volunteers serving **246** elderly clients in the community

- **FPP:** **182** Families served and remaining safe and together at home

- **Kynect:** **5,280** individuals assisted in locating appropriate health care coverage or referrals

- **LIHEAP:** **9,061** individuals and families assisted in maintaining a safe and warm home

- **ORR:** **160** men provided safe and stable treatment and recovery programming

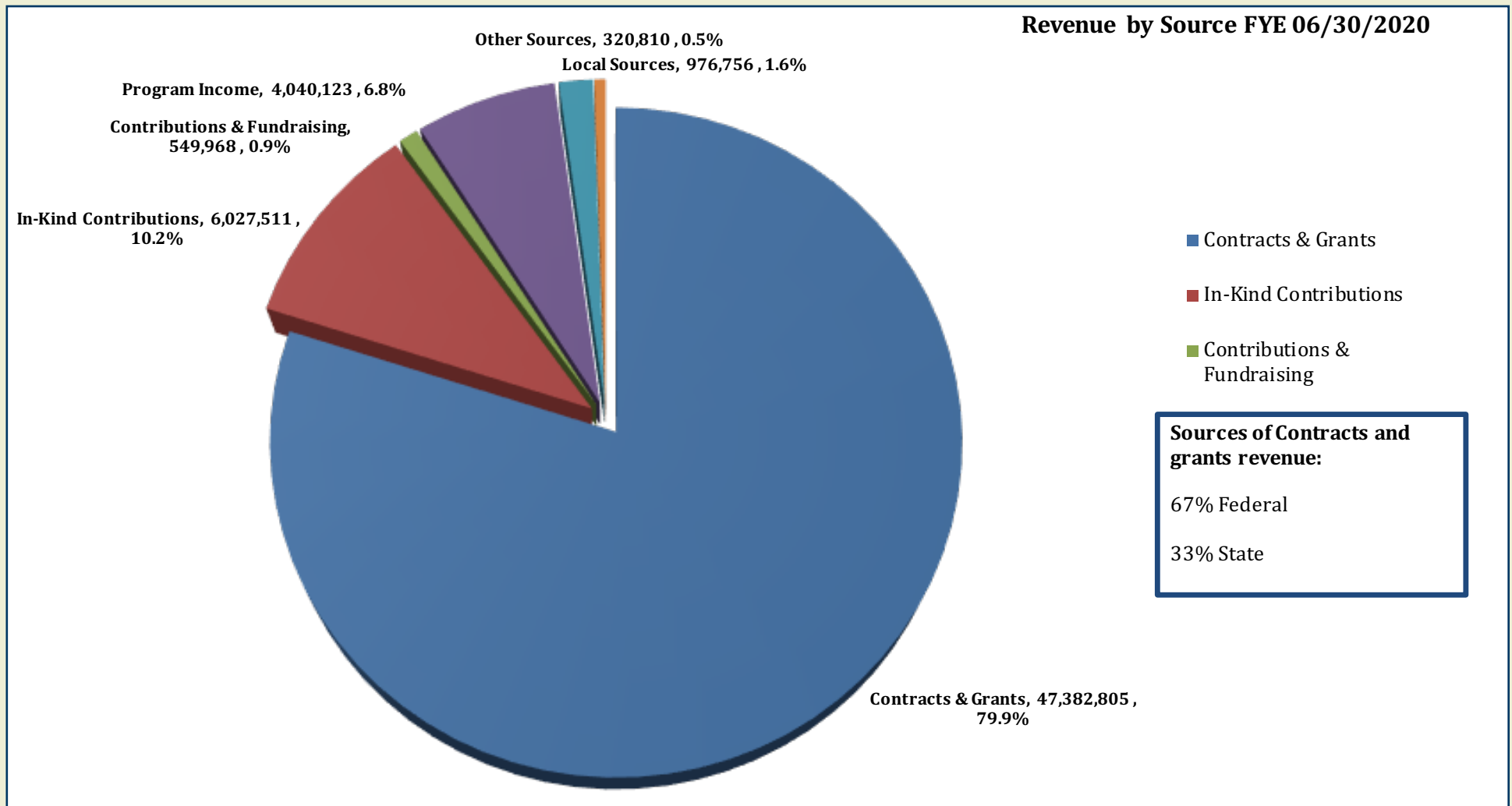
- **GRITS:** **6,467** trips provided to individuals in the service area totaling **1,429,310** total miles driven by GRITS staff

- **Employment and Workforce Development Services:** **1,611** individuals provided training, coaching and or assessments to gain or maintain stable employment services

Summary of Financial Activities

For Fiscal Year Ended June 30, 2020

Revenue from all sources	\$ 59,297,973
Expenses from all services	\$ 55,237,712
Increase in resources	\$ 4,060,260



*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)

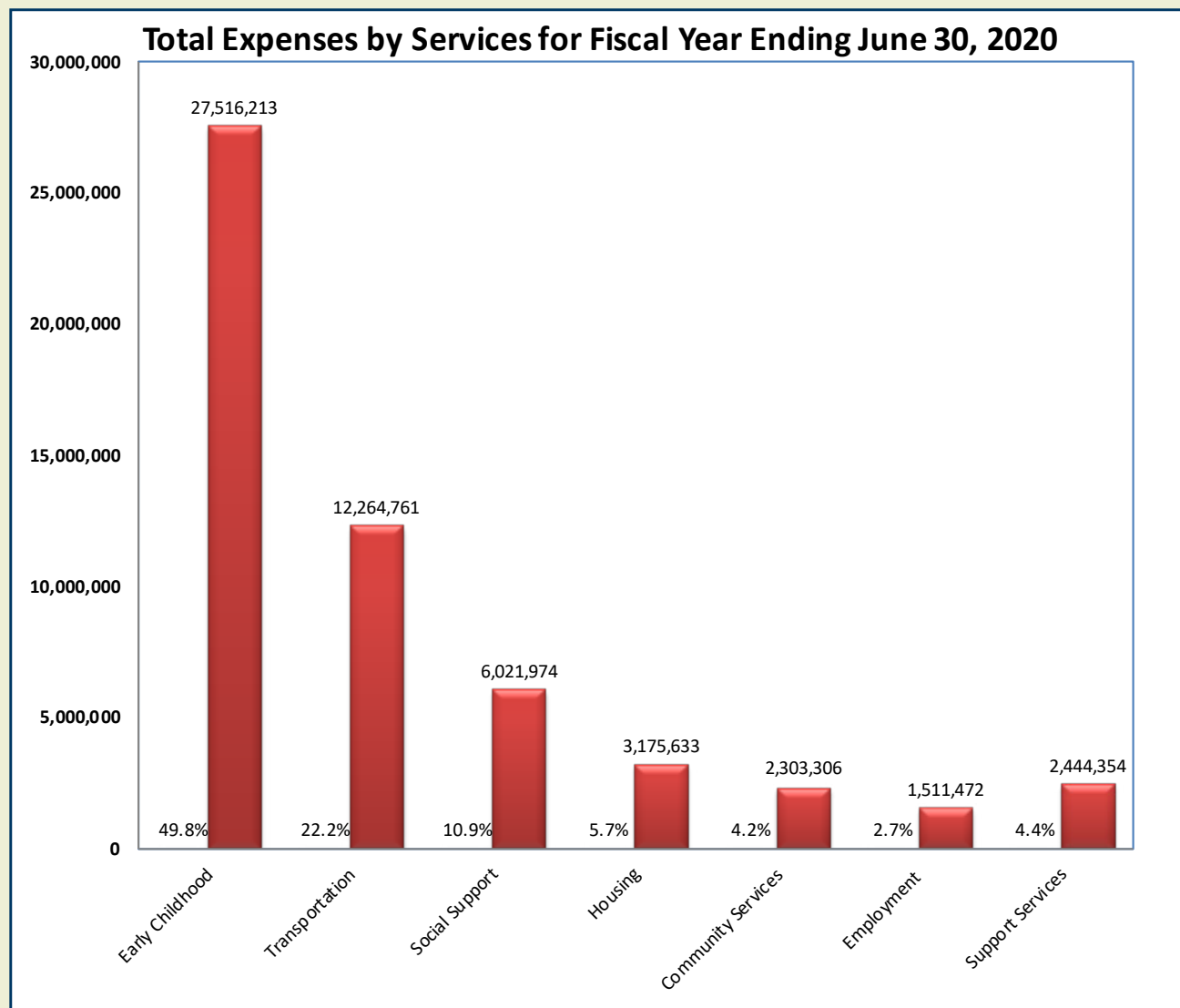
Social Support includes Family Preservation, Kynector, Senior Volunteer programs, Owensboro Regional Recovery, LIHEAP, Imagination Library, and VISTA

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 Admin, Finance, Human Resources, Information Technology, fundraising, payroll fund, and the general fund





Audubon Area Community Care Clinic (AACCC) is a Federally Qualified Health Center funded through the Health Resources and Services Administration 330(h) Healthcare for the Homeless grant. AACCC provides health services, referral services and supportive services to homeless, transiently housed, uninsured, underinsured, refugee and medically underserved populations within Daviess, Hancock, Henderson, McLean, Ohio and Union Counties. Audubon Area Community Care 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 of our area. AACCC is currently staffed with 2 full-time Nurse Practitioners and 1 full-time Behavioral Health Specialist. Our services include primary healthcare services such as: Physical Examinations, Immunizations for Adults and Children, Office and Laboratory testing, Chronic Care Management, Hepatitis C

AudubonArea

Community Care Clinic, Inc.

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.

Treatment, and care for acute and chronic health problems. As of August 2019, AACCC is now a fully-certified Vaccines for Children location, which allows medically underserved populations of children and adults to receive immunizations at little to no cost.

2020 was a unique year for the clinic as many staff members were engaged in community work with COVID-19 testing. The clinic developed a drive-thru testing site for anyone in the community to be tested for COVID-19 and is able to obtain results for the tests in 24 – 36 hours since the start of the pandemic.

In addition to medical care, AACCC also provides a range of behavioral health services such as: Substance Use Disorder Treatment, Trauma Therapy, Mental Health Counseling, Anger Management and treatment for depression, anxiety and bipolar disorders. 2020 saw the addition of a Peer Support Coordinator for the clinic whose primary focus is to help hold patients going through recovery accountable to their goals in their recovery journey.

In-House AACCC offers supportive services to our patients in the areas of 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.

As well as In-House services, AACCC has a number of collaborative services through 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 for services including behavioral health and substance abuse services, dental care, and other health care specialties.

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

Key Facts:

- Medical Patients Served: **801**
- Medical Visits: **1,773**
- Medical Telehealth Visits: **124**
- Behavioral Health Patients Served: **141**
- Behavioral Health Visits: **407**
- Insurance Assists: **121**
- Homeless Patients: **617**
- Veteran Patients: **25**
- Hepatitis C Patients Treated: **40**
- COVID Tests Performed: **2,630**

Insurance Source:

- Medicaid = **75.03%**
- Uninsured = **4.62%**
- Medicare = **7.12%P**
- Private = **13.23%**

Community Services Program

Community Services served **12,352** individuals with **\$75,172.44** in services from the following programs:

Direct Client Services and Scholarships from CSBG
Team Kentucky
Kenergy Operation Round Up
WinterCare
Share the Warmth
New Eyes for the Needy

And we partnered with Farmers to Families and brought **18** semi truckloads of fresh produce, dairy, and meat to our **7** counties worth **\$810, 000** (in-kind)

CSBG coordinated and scheduled the trucks, offloaded, organized, and distributed to our clients and communities.

Early Childhood Development

Department: Early Childhood Development

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

The Audubon Area Head Start (AAHS) Program consists of Head Start, Early Head Start, Early Head Start Child Care Partnerships, and Western Kentucky University Delegate. We promote 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. Our mission is to have children ready to enter school with the skills they need to be successful in Kindergarten and beyond.

Head Start Early Childhood Services:

Head Start Child Services

Audubon Area's Head Start early childhood programs include Head Start, Early Head Start, Early Head Start Child Care Partnerships, KERA state preschool and the delegate Head Start funded by the Western Kentucky University Child Care Consortium. Audubon delivers early childhood services through various program options across sixteen western Kentucky counties. Delivery of services is carried out in multiple settings as we

strive to meet the needs of the children and families we serve. Program options include center based classrooms, home-based visitation, and child care partners.

AAHS fulfills its mission of school readiness of low-income at risk children through the provision of family centered services that promote the healthy development of children and families through comprehensive health, developmental and family services. The Office of Head Start continues to emphasize the implementation of school readiness for all children. Teaching teams use Creative Curriculum as their core curriculum. This curriculum choice is research-based which allows 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.

AAHS 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 as a planning tool for 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. They use this information 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 members provide coaching and mentoring to assure best practices in the classroom are implemented.

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 and effective partnerships. Parents enter into positive relationships with AAHS 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.

AAHS 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. New to AAHS this year is the position of Mental Health Services Coordinator, who provides staff and families with resources and referrals to meet their mental wellness needs.

AAHS has provided in-person, virtual, and hybrid (combination of in-person/virtual)

child learning services. Parent activities, meetings, and trainings were conducted through Zoom and social media platforms during COVID 19. AAHS provides parents the ReadyRosie evidence-based and research-based family engagement and early learning resource that is predominantly delivered 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. ReadyRosie not only aligns with the PFCE Framework, but also with the Head Start Early Learning Outcomes Framework. As of April, there were 1,089

registered users who viewed 4,625 videos, resulting in 17,134 family outcome opportunities and 8,813 learning outcome opportunities. The majority of family outcome opportunities were received in: Positive Parent-Child Relationships (4,882), Families as Learners (4,786), and Families as Lifelong Educators (4,752). The majority of learning outcome opportunities were received in: Health and Well-Being (3,124), and Language & Literacy (3,083).

Head Start Health Services:

Children must be healthy to learn. 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



Early Childhood Development

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 who work with Head Start program staff to meet the health care needs of all our children and pregnant mothers. Children with special health care needs are welcomed into the program. We partner with First Steps and the local school districts to make certain they receive specialized therapies addressing individualized needs. Nutritional needs of the children are evaluated and met on a daily basis. We adapt meals to address child allergies as well as individualize to meet the needs of children.

Head Start Distinctions and Awards:

Audubon Area Head Start (AAHS) had its inaugural Leadership Academy for rising stars in 2020. Each participant was nominated and selected by 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.

The pandemic helped shape a new way

of learning for our children and families this year. Centers were closed for in-person learning for weeks providing an opportunity to adjust program delivery strategies. The implementation of virtual learning, using a variety of methods, was instrumental in keeping children engaged and learning when in person learning activities were prohibited. Full-day, full-year centers provided quality in-person learning, with limited capacity initially, as soon as the governor allowed. Staff were able to rise to the challenge and forge new learning opportunities and delivery methods that allowed our program to remain viable during a very uncertain time.

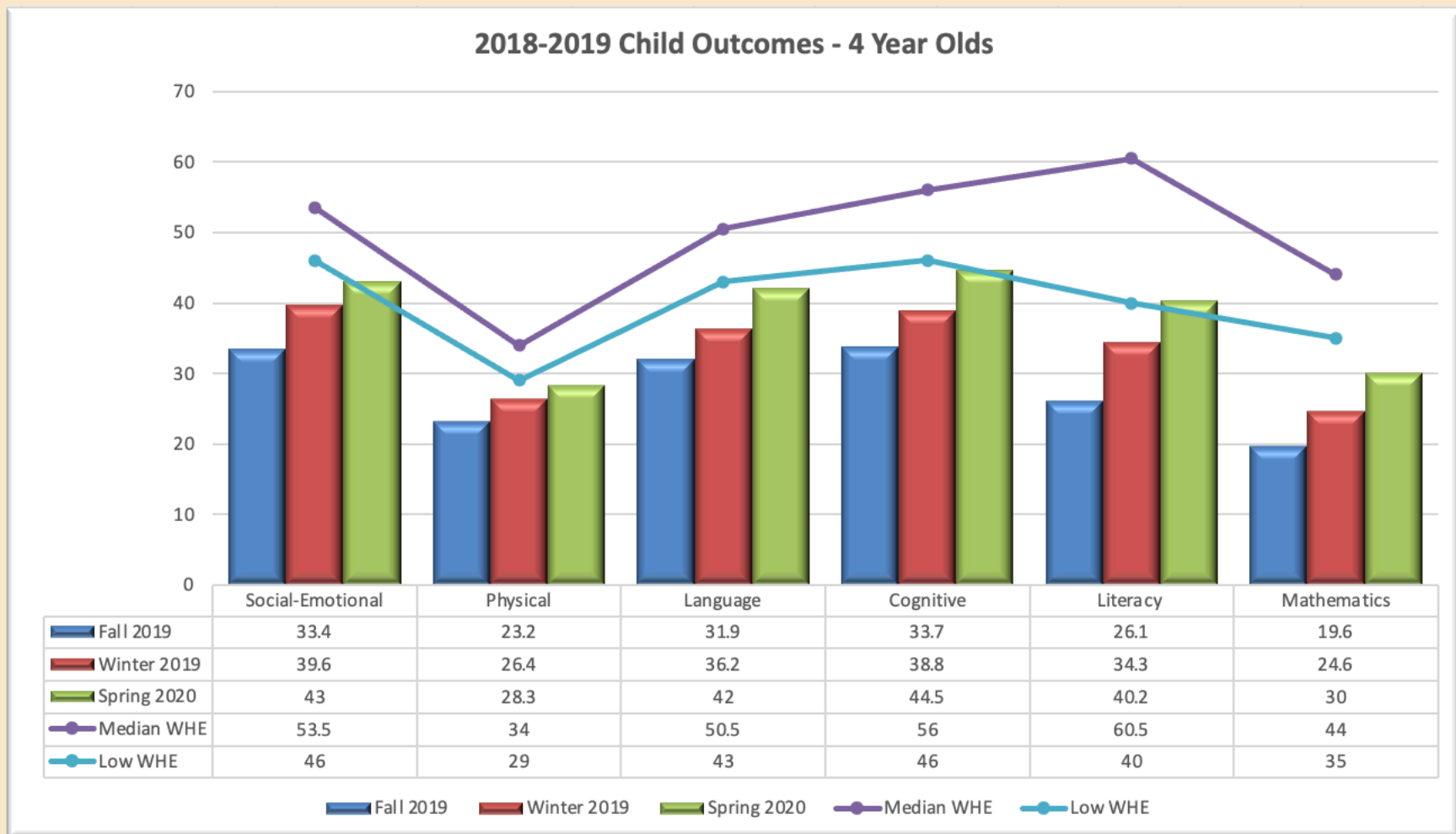
Audubon Area Head Start was able to put together another successful Summer Institute in 2020. A silver lining from the pandemic necessitated virtual learning opportunities for staff as well as our children and families. The Virtual Summer Institute allowed over 500 participants from Western Kentucky attend over 42 separate breakout sessions including trainings provided by certified Conscious Discipline Instructors and National Teaching Strategies Trainers. Our collaboration with the Regional Training Center allowed staff from other Head Start programs in Western Kentucky to participate as well.

Quality Improvement Funds were granted by the Office of Head Start that allowed

the program to utilize monies to address trauma informed care. AAHS hired a Mental Health Service Coordinator to help support children, families and staff. This position allows AAHS to provide mental health resources and helps in locating appropriate mental health providers. The Mental Health Services Coordinator also provides coaching and support to families and staff to enhance the social-emotional skills of young children.



Domains	Fall 2019	Winter 2019	Spring 2020	Median WHE	Low WHE	High WHE
Social - Emotional	33.4	39.6	43.0	53.5	46	61
Physical	23.2	26.4	28.3	34.0	29	39
Language	31.9	36.2	42.0	50.5	43	58
Cognitive	33.7	38.8	44.5	56.0	46	66
Literacy	26.1	34.3	40.2	60.5	40	81
Mathematics	19.6	24.6	30.0	44.0	35	53



Employment Services

The Kentucky Works Program (KWP) assists work eligible individuals who receive KTAP to obtain employment and educational training that leads to self-sufficiency.

SNAP Employment & Training (E&T) is a program that helps SNAP recipients receive education, training, work experience, and employment.

The Workforce Solution and Training Department manages the Kentucky Works (KWP), and the SNAP Employment and Training (SNAP E&T) Programs, which are designed to assist benefit recipients to obtain or prepare for employment using a transformational way of delivering services. This provides a bridge to Career Pathway approach to unsubsidized employment, by combining time-limited Placement Strategies with work-based learning experience, subsidized employment with a comprehensive set of services to help participants overcome barriers and build work-related skills.

Audubon Area Community Services, Inc. staff have Strong Leadership and professionally trained Staff, Balancing Compassion and Empathy and work intensively with clients to address their needs with a comprehensive skills-focused approach to identify areas of interest, personal branding, and equity, and offer positions that match their developed skills. We combine Technical and Soft Skills, address their Basic and Psychosocial

Needs, improve their Financial and economic Well-Being, take Families into Consideration and Provide Comprehensive Services beyond Program Completion. We also Provide Business Service strategies to Engage Employers, Collaboration among Workforce Partners and Programs, and Partner with Community Organizations. We prepare Participants for Successful Job Placement, by responding to the Changing Needs of Participants and the Economy.

One of the key service factors Audubon Area has developed is our Personal Effectiveness Skills Training (transferable soft skills): Self-Management, Job Performance, Team Performance, and Asset to Organization. This training is Work Based Learning that provides our clients with real-life work experiences where they can apply academic and technical skills and develop their employability. Once they mastered the basics Personal Effectiveness Skills, they move into the segmented certificate training based on their IEP. We offer Certificate Programs building additional skills for career focused or for career advancement include, but are

not limited to:

• Retail Associate • Customer Service Associate • Housekeeper • Groundskeeper • Janitor • Kitchen Helper • Office Worker • Warehouse Worker • Teacher Assistant • Receptionist

The Services Senior Community Service Employment Program (SCSEP) since 2002 has provided this program in now 13 counties administered by the Department of Aging and Independent Living (DAIL) under the authority of the U.S. Department of Labor and funded by Title V of the Older Americans Act (OAA) of 1965, which is a WIOA program.

A growing number of older Americans are poor or at risk of poverty, and the job market is especially challenging to them. The jobless rate of workers who are 55 years or older and earn less than \$20,000 per year is three times higher than for older workers in general, and older workers take twice as long as younger workers to find employment. The human toll of this long-term joblessness on the emotional as well as financial well-being of older men and women has been thoroughly documented.

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 program provides 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 of federal, state, or local minimum wage. This training serves as a bridge to unsubsidized employment opportunities for participants.

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.

The Training Center at Audubon Area Community Services since 1990, the Training Center has provided approved training in now all 120 Kentucky counties for professional development opportunities, for individuals, businesses and for home and center based childcare professionals. Training is provided in all core content areas at a variety of times and locations for your convenience. The Training Center also offers industry specific training workshops for individuals that support individuals wanting to improve their job performance and significantly contribute to their professional development.

We are part of a statewide initiative to address the lack of access to high-quality childcare. The Expanding High-Quality Family Child Care Research and Development Project is exploring why Kentucky has experienced a steep decline in family childcare providers over the last few years while also developing innovative and sustainable platforms to promote growth. This project is divided into five projects which are all working toward a common goal – to increase awareness of high-quality childcare options and to recruit family childcare providers.



95.88%

*Job
Retention Rate*

0.47%

RTB Ratio

4.12%

*Job
Turnover*

135

(OJT)

On the Job Training

*Mean Second
Quarter Income
for Participants -*

\$9,100.76

*Aggregate Payroll Taxable Income for
Active Rolling Participants*

\$7,755,827.47

2,017

*The number of
Business Partners*

1,476

*Participants Trained
through the Training
Center*

0.29970

*Gini Index
(Aggregate)*

Housing and Energy

Lincolnshire and **Lincolnshire North** are two adjacent project-based complexes providing 208 safe and affordable 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 impaired, vision and hearing impaired. Utilities are included in the rent. A 14-million-dollar renovation was completed in 2019.

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 impaired, vision and hearing impaired. The complex organizes monthly activities for the tenants. A playground is offered on the premises for grandchildren.

Mya Manor is a 32-unit complex located in Beaver Dam has recently been completed. The two-bedroom units are for income eligible senior adults 55 years and older. The complex is adjacent to Beaver Dam Village. Funding for the project consisted of tax credits and Affordable Housing Trust Funds from Kentucky Housing Corporation and funds from the Affordable Housing Program through Federal Home Loan Bank of Cincinnati.

The Learning Villa Scholar House provides housing for low-income students

with children. There are 56 two-bedroom units, a computer lab, community room and an onsite childcare facility. Enrichment programs are focused on parenting, financial and other life skills. The complex is adjacent to the Head Start center.

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

Horizon Place provides independent living for seniors 55 years and over and those with special needs. Horizon Place provides 34 2-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.

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



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

Audubon Area Community Services, Inc. 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 and Diversion Programs provide family counseling by focusing on unique clients' needs and offering guidance and empowerment opportunities. Services provided may include parenting skills, anger or stress management, basic housekeeping skills, discipline techniques, substance abuse, domestic violence, etc. Our programs are designed to safely maintain the 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 are available in the seven county Green River area and are secured through referrals from the Department for Community Based Services.

of cases closed: 182

"Both workers were very helpful and respectful to us all; the best things were they provided things for the children when needed, they gave good advice when needed; both ladies were great workers and very nice." FPP Client

Foster Grandparent Program

The Audubon Area Foster Grandparent Program (FGP), through the Corporation for National and Community Service, 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.

of Volunteers – 42

of Hours Served – 53,825.5

of Children Served – 209

- 100% of the Foster Grandparent volunteers reported the program improves their physical health
- 100% of the Foster Grandparent volunteers reported the program improves their mental health
- 94% of the Foster Grandparent volunteers reported the program improves their financial stability

Volunteer/Station Supervisor comments:

I needed this income for monthly bills. Over time I have managed to get out of debt. The stipend is very helpful.

We are so thankful to have Mrs. Murphy at Country Heights. She makes learning fun for the kids and helps them to improve their skills without it seeming like work. They love her and she is a bright, positive influence in their lives.

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 or KCHIP (Kentucky Children's Health Insurance Program), if income guidelines are met for the household. Once eligibility is determined, a MCO (Managed Care Organization) can be selected. If household income exceeds the limit for Medicaid coverage, Healthcare.gov is the Federal marketplace for individuals to apply, obtain eligibility results, shop and select plans for an individual or family QHP (Qualified Health Plan). 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). These options for payment assistance are only available

through healthcare.gov. Certified kynectors, are available to assist with the application and plan selection processes through KHBE and/or the federal marketplace.

Number of Medicaid Applications Completed: 630

Number of Presumptive Eligibility Medicaid Applications Completed: 4,636

Number of Medicaid Renewals Completed: 4

Number of Qualified Health Plan Applications Completed: 6

Number of Qualified Health Plan Renewals Completed: 4

Number of PureCloud Outbound Calls to Consumers Completed: 1,846

Total Community Events: 244



LIHEAP

LIHEAP, or Low Income Home Energy Assistance Program, offers assistance to low-income families with the highest home energy needs who are at imminent risk of losing their fuel source. In particular, LIHEAP seeks to make home energy more affordable for vulnerable, low income households which include frail older individuals, individuals with disabilities, and very young children, as well as, high energy burden households which include those households with the lowest incomes and highest home energy costs. In FY 2020, operations were supplemented by an additional LIHEAP Spring Subsidy program in response to COVID 19.

Total Number of LIHEAP approved applications for all Subsidy and Crisis components in the 2019-2020 Season: 9,061

Total Benefits Awarded: \$1,639,520.76



Owensboro Regional Recovery

Owensboro Regional Recovery (ORR) is one of the fourteen Recovery Kentucky centers to address homelessness and addiction. This facility is a partnership between Audubon Area Community Services, Inc. and Lighthouse Recovery Services. It provides housing and substance abuse recovery solutions for up to 100 men. Clients are referred to Owensboro Regional Recovery from many sources including self referrals, Kentucky Department of Corrections, Drug Court, hospitals, and shelters.

of new clients served in 2020: 160

of clients age 55 and older: 3

of clients who got jobs: 20

of clients who received GED: 7

of clients who leased into housing at ORR: (Corey)

of clients who received food assistance (SNAP): 142

of clients who participated in community service: 60

of man hours of service completed: 350

of clients who completed life skills classes (including parenting or Dad's Class): 16



Social Support Services

RSVP

RSVP, (formerly known as the Retired and Senior Volunteer Program), through the Corporation for National and Community Service, is America's largest volunteer program for seniors. RSVP engages adults aged 55+ 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 member actively participates in opportunities that offer personal enrichment and fulfillment, improves their own physical and mental health, while acting as a catalyst for positive change in their community. RSVP members receive federally mandated benefits that support or enable them to volunteer via 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:

- 98% responded yes, volunteering has improved/maintained their physical well-being
- 99% responded yes, volunteering has

improved/maintained their mental well-being

- 99% responded yes, volunteering has improved/maintained social contacts
- 96% responded yes, volunteering helps build self-esteem
- 87% responded yes, volunteering helped them learn new skills
- 100% responded yes, volunteering has provided them with personal enrichment/fulfillment

Senior Companion Program Narrative and Numbers

The Audubon Area Senior Companion Program (SCP), through the Corporation for National and Community Service, 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, respite care, etc. all at no cost to the client. 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 -76

of Hours Served – 81,905

of Clients Served – 246

- 99% of the volunteers reported the Program improves their physical health.
- 100% of the volunteers reported the Program improves their mental health
- 97% of the volunteers reported the Program improves their financial stability

Quotes from Senior Companions:

This is a rewarding program. Not only do I give love, I get love in return. It is so nice to receive from others, other than your family. This program makes my "family" bigger!

I use the stipend to get my grass mowed and trimmed.

I couldn't make it without the stipend. I use it to buy food.

Volunteering helps me to get out and learn new things.

Transportation

The Green River Intra-county Transit System (GRITS) provides clean, safe and reliable public transportation at little to no cost to anyone in the seven county area (Daviess, Hancock, Henderson, McLean, Ohio, Union and Webster). Everyone is eligible for transportation through various programs.

Medicaid eligible client's without a vehicle in their home are provided transportation to Medicaid approved appointments at no cost to the client through the Commonwealth's Human Services Transportation Delivery (HSTD) program in 22 Kentucky counties that GRITS serves.

GRITS offers para transit service for wheelchair bound clients at no additional cost. In addition anyone in the general public may ride GRITS for any purpose on a fee per mile basis, regardless of income level, age or disability in the 7 county Green River area. Charter service is also available for any purpose.

GRITS miles traveled for last year
7/1/19 through 6/30/20

1,429,310

July 2019	151,648
August 2019	152,591
September 2019	141,620
October 2019	160,971
November 2019	133,113
December 2019	134,264
January 2020	158,144
February 2020	144,863
March 2020	113,169
April 2020	52,947
May 2020	64,610
June 2020	84,370





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