In last year’s Annual Report message, we focused on how Northwest Indiana Community Action answered the question of “why are we here”. Our Strategic Planning process resulted in revised Mission and Vision statements and set forth the strategic priorities for the organization to be Human Development, Funding, Programming, Partnering, Community Involvement, and Communications.

Now it is time to ask another question. “How are we doing?” Clearly we are proud of consistently producing clean financial audits and performing well in program reviews. These are major indications that we are accountable and focused on what we should be delivering quality services in an efficient manner. In other words, as a long time friend and advisor of mine once said, “We run our organization like a business we just never forget what business we are in”-the business of service to others.

Although pleased to report that Northwest Indiana Community Action is indeed working every day to fulfill its mission, that is, taking care of business, that isn’t enough. We don’t want to be just compliant and doing well, we want to continuously improve. We want to strive to be excellent. The individuals, families and communities that depend upon the services we provide deserve nothing less.

In order to determine how we are doing we must be willing to open ourselves up to a critical self examination and have something to compare ourselves to. The Community Action Partnership has developed a self study process containing national best practice standards to which an organization can judge itself against. Our participation in this self study process, known as “Pathways to Excellence”, was approved by the Board of Directors in the latter part of this year and will involve the entire staff and Board at varying points, until it’s completion in mid 2009.

We will be examining specific criteria around 7 Categories of Excellence. They are: Organizational Leadership; Strategic Planning and Direction; Customer, Constituent and Partner Focus; Measurement, Analysis and Performance Management; Human Resource Focus; Organizational Process Management and Organizational Results. We anticipate that we will find both areas that we are doing very well in and others that we need to improve in. We know we aren’t perfect, but as long as we are committed to continuously trying to improve then we indeed have taken the first step along the “Pathways to Excellence”.

On behalf of Northwest Indiana Community Action Board and Staff I wish to thank all of our funders, partners, vendors, other stakeholders, volunteers and most importantly our customers for allowing us to be of service. I proudly present on their behalf our 2008 Annual Report, which clearly depicts what and how much we are doing. I look forward to sharing with you next year also “how we are doing”.

Gary Olund
Executive Director

Jennifer Malone
Elderly Services Director

Jane Hopkins
Community Services Director

Carolyn Freeland
Administrative Services Director

Robyn Freel
Finance Director

Eric Shelton
Information & Technology Director

Anna Willstead
Planning and Quality Assurance Director

Gary Olund
Executive Director
2008 Board of Directors

Mr. Alfred Hammonds  
Chairman

Mr. Derald Ailes  
Mr. Roosevelt Allen, Jr.

Dr. Karen Evans  
Vice Chair

Mr. Howard Conner

Ms. Maria Becerra  
Treasurer

Ms. Lorraine East

Ms. Elsie Franklin  
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Mr. Michael Mitchell

Mr. Willis Pettet

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Chairman

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Ms. Barbara Tomaszewski

Area 1 Agency on Aging/ADRC  
Advisory Council

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Joy Montrosse  
Bob Comer  
Ellen Stevenson

Vanessa Nathan  
Wilma Cooper  
Toni Nissan  
Lark Lile

Keneatha Hardin  
Sandra Noe  
Delores Hefty  
Elmer Liebbe

Quentin Smith  
Paul Schuetter  
Eugene Wease  
Daniel Dolezal

Supporting Funders

Indiana Family & Social Service Administration Division on Aging
Indiana Housing & Community Development Authority
INDOT-Public Transit Section
City of East Chicago
City of Hammond
Lake Area United Way
Lake County Board of Commissioners
Lake County Council
Northwest Indiana Regional Planning Commission
The John S. and James L. Knights Foundation

2008 Annual Report
Our Mission:
NWICA is the bridge between essential services and a diverse population to provide hope, independence, safety and a better quality of life.

Our Vision:
Transforming individual lives, families and communities leading to the improved health and well-being of Northwest Indiana.

Northwest Indiana Community Action Corporation provides:

Elderly Services in Jasper, Lake, Newton, Porter, Pulaski and Starke Counties;

Community Services in Jasper, Lake, Newton and Porter Counties.
When Hurricane Ike pushed its tropical rains all the way to the Great Lakes in 2008, Northwest Indiana Community Action played a critical role in the center of disaster response and recovery efforts for the thousands of effected families.

People in Northwest Indiana were evacuated from flooded homes, hospitals, and nursing homes. Some lost power; some had nowhere to go, nowhere to turn... That’s where countless agencies, organizations, cities, the State of Indiana, the Federal Government & Northwest Indiana Community Action sprung into action. Our entire agency joined the effort, just as seamlessly as we have done on many occasions before, with the kind of professionalism, compassion and urgency that people have come to expect from NWICA.

NWICA’s AIRS Accredited 2-1-1 Information & Referral Call Center started receiving the calls from frantic travelers & frightened homeowners. Who can remember when an arterial interstate was shut down and free tolls were being given? In the first nine-days after flooding began, the 2-1-1 helpline answered nearly 3,300 additional calls– a 60% increase over normal call volume.

Our 211/I&R team encouraged storm victims to report damage to State and Federal Emergency Management Agency (FEMA) while the Indiana Department of Homeland Security, Indiana Voluntary Organizations Active in Disasters, Lake Area United Way, Porter County United Way and, NWICA met on strategies for recovery.

Call Specialists continued giving sound information and referrals to callers whose needs seem to change daily. Anxious callers needed new, up-to-date information. We connected callers with sandbags, water, FEMA, food and volunteer and donation opportunities, and continued to offer victims ongoing connection to case managers and services even when they were able to return to their homes.

Months later, NWICA continues working with flood victims in our state with Long-term Case Management & Recovery. Several of NWICA’s management team sit on newly developed Recovery Boards to direct services and find solutions for still unmet needs.
NWICA was approached by the Center for Medicare and Medicaid Services (CMS) to host a November 17th Medicare Part D Enrollment Event in partnership with the State Health Insurance Assistance Program (SHIP). The event was conceived to showcase the visit of the Acting Administrator of Medicare, Medicaid and Social Security from The US Department of Health and Human Services in Washington, D.C.

NWICA Outreach and Education did extensive marketing to reach potential Part D participants and others who could check out the 2009 plans, and possibly change their medication enrollments. To this end, we enlisted help from the NWICA Executive Assistant Area One Ombudsman, Nutrition Coordinator, community organizations, as well as local media.

The event was a great success. We had as many consumers as we could accommodate, along with SHIP staff & volunteers, and staff from Region 5 CMS and the Medicare Home Office. Each consumer had a private consultation about possible prescription drug plans, and many said they saved money as a result of the on-site enrollment. NWICA gained positive media coverage, and compliments from state, regional and federal officials- and our community.

### 483% Reduction in Waiting List for Services

<table>
<thead>
<tr>
<th>IN-HOME SERVICES WAITING LIST COMPARISON</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>CHOICE</td>
</tr>
<tr>
<td>SSBG</td>
</tr>
<tr>
<td>TITLE III</td>
</tr>
<tr>
<td>MEDICAID WAIVER</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

In 2008, NWICA’s Elderly Services Department was a leader in the State with the progress made in reducing the Wait List For In-Home Healthcare Services.
Pre-Admission Screening

Indiana’s Pre-Admission Screening (PAS) started in 1983. Its primary purpose is to assure that, before an individual is placed in a Nursing Facility, alternatives have been explored.

Individuals are helped to stay at home by finding and assisting them with access to in-home & community services that are necessary to avoid or delay Nursing facility placement.

<table>
<thead>
<tr>
<th>PRE-ADMISSION SCREENING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid Cases</td>
</tr>
<tr>
<td>Private Pay Cases</td>
</tr>
<tr>
<td>Full Screening Assessment</td>
</tr>
<tr>
<td>Incomplete Screenings due to discharge</td>
</tr>
<tr>
<td>Total Pre-Admission Completed Cases</td>
</tr>
</tbody>
</table>

Ombudsman

NWICA’s Long Term Care Ombudsmen are dedicated to enhancing the lives of long term care residents.

<table>
<thead>
<tr>
<th>OMBUDSMAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints</td>
</tr>
<tr>
<td>Consult to Individuals</td>
</tr>
<tr>
<td>Consult to Facility Staff</td>
</tr>
<tr>
<td>Facility Visits</td>
</tr>
<tr>
<td>Community Education</td>
</tr>
<tr>
<td>Facility In-Service</td>
</tr>
<tr>
<td>Resident Council</td>
</tr>
</tbody>
</table>

FUNDING PROGRAM AND ACTIVE CLIENTS

**CHOICE** - 708  
Social Services Block Grant– 402  
**Title III**– 1,492  
Medicaid Waiver– 676

Farmer’s Market

The NWICA Nutrition Program began the 2008 Senior Farmers Market Voucher Program in June with distribution (SFMP) throughout Lake and Porter Counties. In partnership with the Indiana State Department of Health and Division of Aging, NWICA is able to provide voucher for area seniors to purchase up to $18.00 in fresh fruits & vegetables from locally approved farmer’s markets and food stands.

With the most successful season to date, NWICA distributed almost 5000 vouchers to over 400 seniors throughout our planning and service area. Through the NWICA Nutrition Program staffs efforts, NWICA had an 81.38% redemption rate of seniors who received vouchers and utilized them.
**What Our Customers Say…**

**COMMUNITY SERVICES**

**Caring and Professional**

“I just wanted to let you know how great your people act— in a very caring professional manner. My Dad, age 90, blind, WWII Veteran and with medical conditions needed your people’s help! So I called…they put everything on helping my dad to begin his services…”
-excerpt from letter written by son of client 8-7-08.

**Very Thankful**

“I fractured my pelvis in a home fall and was confined to a nursing home; a situation made worse by an evacuation by the National Guard during a flood.”

“I was away from my house for almost 4 months…I cannot express how very thankful I was to have energy assistance and a warm house! I had been so very cold in my other living places.”

“You have enabled me to function this year as never before!”
-excerpt from letter written by EAP participant receiving services 2008.

**ELDERLY SERVICES**

**Kind & Caring**

“You are so kind & caring! God bless!
-excerpt from note written by Nutrition Consumer.

**Relaxed**

“…with the Family Caregiver Program, I can visit and not feel like I have to clean and clean and clean some more. My Grandmother is relaxed and doesn’t feel like a burden; even though she wasn’t really a burden.”
-excerpt from note written by Family Caregiver Program Consumer.

**Well Spent**

“Now I know why it’s important to keep my Medicare number safe. I really liked the program and think it’s tax money well spent.”
-excerpt from post-program survey.

**Promise of Community Action**

Community Action changes people’s lives, embodies the spirit of hope, improves communities and makes America a better place to live.

We care about the entire Community, and we are dedicated to helping People help themselves and each other.
The ASSET Building Campaign helped to organize Northwest Indiana Money Smart Week activities in October as part of the statewide effort, in partnership with the Federal Reserve Bank, to promote financial literacy for residents of all ages. From grade schools to senior centers across Northwest Indiana, Money Smart Week was packed with financial workshops and classes. The 3rd Annual Financial Literacy Expo, *Money, Money, Money*, attracted hundreds of attendees to Indiana University Northwest campus in Gary for a full day of fun and learning.

Staff and volunteers went the extra mile in reaching out to limited-English and underserved communities to help Social Security recipients file for their $300 Economic Stimulus Payment well beyond the end of the regular tax season.

In 2008, the ASSET Building Campaign sites prepared 1,559 federal tax returns and claimed more than $545,000 in Earned Income and Child Tax Credits for working families. The entire NWI ABC network filed taxes for 3,883 households and returned $2.9 million to the region in tax credits and refunds.

Volunteer tax assisters are trained and certified by the IRS to prepare and submit electronically (“e-file”) person income tax returns for qualified clients. VITA volunteers help to educate clients regarding the Earned Income Tax Credit (EITC), Child Tax Credit (CTC), and other tax credits for which they may be eligible. VITA helps to recoup hundreds of thousands of dollars in refunds that are left on the table each year because taxpayers do not know they are eligible to claim them.

During tax preparation sessions, clients are informed about the IDA (Individual Development Account) Program and are encouraged to enroll, using a portion of their tax refund as an opening deposit. VITA is good for the community as well because refunds that are put back into local businesses will help to stimulate that economy.

In 2008, NWICA was one of only three Indiana entities to receive a grant from Internal Revenue Service in the first year of funding for VITA. Success in the highly competitive grant application reflects the good work and reputation the ASSET Building Campaign has earned with our federal partners.
Thanks to higher funding levels from Congress in 2008, the State gave Northwest Indiana Community Action Corporation’s Energy Assistance Department nearly twice its regular funding to open the Heating Assistance in fall of 2008. We were very pleased to be able to grant larger benefit amounts, the first per-household benefit increase in nearly 20 years.

And the extra help for Indiana’s low-income families could not have come at a better time. The decisions that permitted the additional help were made well before the dramatic economic crisis that erupted in the nation and around the globe at the end of 2008. By the time the Energy Assistance Program opened in the fall, it was very apparent that the need in our communities was enormous...and growing fast.

The 2008 Energy Assistance Program saw record numbers of first-time applicants. Every day dozens of families came to our intake sites needing assistance with their bills for the first time in their lives. Laid off from jobs, their very way of life was shattered by the loss of income. Many were making huge sacrifices, trying to hold on to their homes; trying to provide for their children; trying to manage their bills. The few hundred dollars provided by Northwest Indiana Community Action’s Energy Assistance Program helped these struggling families make it through the winter with heat and electric service on.

Before the program was over, Northwest Indiana had a nearly 30% increase in the number of households served. And to total dollars paid for home utility assistance was up 72% from the previous season.
Three New Intake Agencies Added to E.A.P. Sites

Harvest Starts at Home Community Development Corporation, a ministry of Christ Baptist Church in Gary, became an Energy Assistance Program partner in 2008, as an outgrowth of their mission to improve the quality of life for an underserved population. Their newly formed affiliate The Love Center, started seeing E.A.P. customers at a location on Melton Rd. (US 20) in Gary when the season opened. Although a new partner, the accessible location on a busy street, put The Love Center among the higher sites volume in NWICA’s Energy Assistance intake partners.

North Township Trustee’s Office, government agency serving the communities of East Chicago, Hammond, Highland, Munster and Whiting in the 2nd largest township in the state. In 2008, they partnered with NWICA to conduct Energy Assistance intake at offices in both East Chicago and Hammond. This partnership proved a good fit with the many other programs and services provided by their trustee’s office to improve the quality of life by enhancing the health, safety, well-being and educational needs of North Township residents.

United Neighborhood Organizations, Inc was formed in of East Chicago with the purpose of effectively combining the efforts of four local community centers under one organization. UNO’s mission is to build community by serving neighborhoods through a network of local centers. The community centers enrich local neighborhoods and individuals by offering programs that enhance opportunities for the growth, development and enjoyment of all residents.

Starting in fall of 2008, United Neighborhood Organizations joined the partnership of NWICA intake sites for Energy Assistance. East Chicago area residents were able to apply at UNO’s Martin Luther King, Jr. Community Center, on Melville Ave.

NWICA offers congratulations to these, and our other dedicated partners who delivered the record-setting 2008 Energy Assistance Program in the counties and communities of Northwest Indiana:

- Gary Neighborhood Services, Gary
- Greater Hammond Community Services, Hammond and Lake Station
- Jasper County Community Services, Rensselaer
- Metro Corps of Gary, Gary
- Newton County Community Services, Morocco
- Porter County Aging and Community Services, Valparaiso
- Ross Township Trustee’s Office, Merrillville
- South Lake County Community Services, Crown Point
Energy conservation.

It was on everyone’s minds and every candidate’s lips in 2008. After watching gasoline prices soar to nearly $5 a gallon, and feeling the pressure of energy bills on every pocketbook in the country, policy makers began to take another hard look at the home Weatherization Assistance Program… and they liked what they saw.

Weatherization provides a positive return on tax dollar investment in energy savings. Weatherization helps low-income families reduce their household expenses. Weatherization allows vulnerable residents to enjoy a more comfortable home. Weatherization reduces our nation’s dependency on foreign fuels.

With greater public interest in the science of energy efficiency, NWICA staff was called upon increasingly to provide trainings and information at workshops and expos for the public and fellow professionals and legislators.

In 2008, Congress significantly increased funding to the Weatherization Assistance Program and Northwest Indiana Community Action began ramping up our program serving Lake, Porter, Newton and Jasper Counties. Additional funds enabled NWICA to purchase 5 new vehicles and the tools and equipment to outfit three new staff positions and several new contractors.

266 Households were Weatherized
Bringing comfort to 618 individuals:
52% were elderly
35% had a disability
Section 8 - Housing Choice Voucher Program

Northwest Indiana Community Action Agency’s Housing Choice Voucher Program (HCVP) continues to operate Indiana Housing and Community Development Authority’s (IHCDA) largest program within the state network.

The Housing Choice Voucher Program assists applicants in securing safe and affordable rental housing. Vouchers are a critical form of assistance for low-income families with children, the elderly, and people with disabilities. The participant selects a rental unit that meets their housing needs; once the unit is inspected to ensure Housing Quality Standards and Costs are met, the tenant signs a lease with the owner and Indiana Housing and Community Development Authority (IHCDA) and enters into a twelve month lease.

NWICA serves Lake, Porte, Jasper, Newton, Pulaski, Starke, and La Porte Counties. This year we assisted IHCDA with expanding our service jurisdiction to the Counties of Pulaski, Starke, and La Porte which resulted in about an additional 90 leased vouchers.

NWICA allows more frequent opportunities for a housing voucher by careful management of the HCVP waiting lists.
### Demographics

#### Family Type

<table>
<thead>
<tr>
<th>Family Type</th>
<th>Families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single parent/female</td>
<td>11,060</td>
</tr>
<tr>
<td>Single person</td>
<td>10,706</td>
</tr>
<tr>
<td>Two-parent household</td>
<td>3,311</td>
</tr>
<tr>
<td>Two adults/no children</td>
<td>1,490</td>
</tr>
<tr>
<td>Other</td>
<td>632</td>
</tr>
<tr>
<td>Single parent/male</td>
<td>508</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>27,707</strong></td>
</tr>
</tbody>
</table>

#### Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>41,783</td>
</tr>
<tr>
<td>Female</td>
<td>24,587</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>66,370</strong></td>
</tr>
</tbody>
</table>

#### Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-44</td>
<td>16,060</td>
</tr>
<tr>
<td>6-11</td>
<td>10,555</td>
</tr>
<tr>
<td>12-17</td>
<td>9,609</td>
</tr>
<tr>
<td>0-5</td>
<td>9,132</td>
</tr>
<tr>
<td>45-54</td>
<td>6,668</td>
</tr>
<tr>
<td>55-69</td>
<td>5,390</td>
</tr>
<tr>
<td>18-23</td>
<td>4,838</td>
</tr>
<tr>
<td>70+</td>
<td>4,118</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>66,370</strong></td>
</tr>
</tbody>
</table>

#### Race

<table>
<thead>
<tr>
<th>Race Type</th>
<th>Persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>38,830</td>
</tr>
<tr>
<td>White</td>
<td>25,791</td>
</tr>
<tr>
<td>Multi-race</td>
<td>991</td>
</tr>
<tr>
<td>Other</td>
<td>758</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>66,370</strong></td>
</tr>
</tbody>
</table>
### Who We Serve

#### ADULT EDUCATION LEVEL

<table>
<thead>
<tr>
<th>Level</th>
<th>Persons Over 24</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School Grad/GED</td>
<td>19,455</td>
</tr>
<tr>
<td>9-12/ non-graduate</td>
<td>5,530</td>
</tr>
<tr>
<td>12+ some post secondary</td>
<td>2,207</td>
</tr>
<tr>
<td>2yr College/ 4yr College Grad</td>
<td>1,940</td>
</tr>
<tr>
<td>Zero to eighth grade</td>
<td>1,142</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>30,274</strong></td>
</tr>
</tbody>
</table>

#### FAMILY SIZE

<table>
<thead>
<tr>
<th>Size</th>
<th>Families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>10,503</td>
</tr>
<tr>
<td>Two Person Family</td>
<td>5,251</td>
</tr>
<tr>
<td>Three Person Family</td>
<td>4,721</td>
</tr>
<tr>
<td>Four Person Family</td>
<td>3,636</td>
</tr>
<tr>
<td>Five Person Family</td>
<td>2,073</td>
</tr>
<tr>
<td>Six Person Family</td>
<td>930</td>
</tr>
<tr>
<td>Seven Person Family</td>
<td>314</td>
</tr>
<tr>
<td>Eight or more Person Family</td>
<td>279</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>27,707</strong></td>
</tr>
</tbody>
</table>

#### HOUSING

<table>
<thead>
<tr>
<th>Type</th>
<th>Families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
<td>19,591</td>
</tr>
<tr>
<td>Own</td>
<td>8,049</td>
</tr>
<tr>
<td>Homeless</td>
<td>67</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>27,707</strong></td>
</tr>
</tbody>
</table>

- 75% below Federal Poverty level
- More than 12% disabled
- 14% receive TANF
- Fewer than 29% own their homes
- More than 27% receive Supplemental Security Income
Community Partners

911 Cell Phone Bank Program
AAA Hoosier Home Healthcare
AARP
Ability Heating and Cooling
Absolute Air
AccessAbilities
Active Day of Munster
Active Day
Addus Healthcare
ADT Security Services
Adult Protective Services
AFSCME
Aging & Community Services of South Central Indiana
AHEPA Apartments
AIRS-Alliance of Information & Referral Systems
Alpha Kappa Alpha Sorority, Gamma Psi Omega Chapter
Alzheimer’s Association
American Heart Association
Amerigas
Amstars Health
Anchor Health Systems
Anthem/Healthy Indiana Plan
Anthony Wayne Rehabilitation Center for Handicapped & Blind dba AWS - HomePointe
ARC Bridges Community Services
Associated Homecare
Avalon Manor
B&B Interim Healthcare Services
Be Real Enterprises
Beverly Living Center
Bishop Noll Institute
BOA and Associates
Bonner Center
Boys & Girls Club of Northwest Indiana
Brothers Uplifting Brothers
Brown Mackie College
Burke Costanza & Cuppy
Calumet College of St. Joseph
Calumet Township Trustee
Cartonix
Cassady Neесer & Brasseur
Catholic Charities
Catholic Family Services
Center for Economic Progress
Center for Workforce Innovations
Centier Bank
Chester’s Technology
Choice iii
Christian Home Health Services
CICOA Aging & In-Home Solutions
City of East Chicago
City of Gary
City of Hammond
CMS (Center for Medicare & Medicaid Services)
Columbia School
Comfort Keepers
Community & Family Services
Community Healthcare System
Community Hospital Bremen
Community Organizations for Family and Youth
Community Partners for Child Safety
Community Reinvestment Project
Community Services of Starke County
Community Special Recreation Initiative
Companion Care
Connect2Help
Constant Care
Construction Unlimited
Consumer Credit Counseling Services of Northwest Indiana
Continuum of Care
Cooperative School Services
Critical Signal Technologies
CVS Pharmacies
Delaney Printing
Digital Printworks
Dugdale Communications
E&S Medical Supply
East Chicago Community Health Center
East Chicago Housing Authority
East Chicago Recreation Department
East Chicago Redevelopment
Eisai Pharmaceuticals
Elder Care Services
Energy Federation Incorporated
Fairmeadows Home Health Center
Family /Golden Age Care LLC dba Home Helpers
FDIC
Federal Reserve Bank
Ferrelgas
First Baptist Church, East Chicago
Foster Grandparents
Franciscan Communities
Freeman Footcare
Friendship Seniors’ Club
Gary Area Vet Center
Gary Community Development
Gary Educational Development Foundation
Gary Health Department
Gary Manor Senior Apartments
Gary Mayor’s Organization on Disabilities
Gary Neighborhood Services
Gary Public Libraries
Gary Public Transportation Corporation
Gerald Graham Construction/Technology
Greater Dayton Regional Transit Authority
Greater Hammond Community Services
Greentree Environmental
Guardian Medical Monitoring
Hammond Elderly Building
Hammond YMCA
Harris Bank Group
Hartley Oil
Healthmasters
Healthy East Chicago
Healthy Start
Help at Home
Hicksgas
Home Health Medical Services
Home Health Medical Supply
Home Health Services of Gary Inc
Home Medical Equipment
Homemaker’s A+ Care
Homeownership Opportunity Network
Hospice of the Calumet Area/Transitions
Housing Opportunities of Valparaiso
Human Services Incorporated
IAAAA Education Institute
IDEC
Ikon Business Solutions
Immanuel Church of Christ
Indiana 211 Partnership
Indiana Association for Community Economic Development
Indiana Association of Area Agencies on Aging
Indiana Community Action Association
Indiana Department of Child Services
Indiana Governor’s Commission on Aging
Indiana Legal Services
Indiana Spray Foam
Indiana State Department of Health
Indiana Office of Community and Rural Affairs
Indiana University Northwest
Indiana Vocational Rehabilitation
IN-Source
Internal Revenue Service
Indiana University Northwest’s Non-Profit Institute
Ivy Tech Community College
J. Carroll Realty
Jasper County Community Services
Jasper County Home Health and Hospice
Jasper County Hospital
Jasper County R.E.M.C.
Jay’s Mechanical Contractors
Kankakee Valley R.E.M.C.
Kirby Manor
Kramer & Leonard
L & C Construction
Lafayette School
Lake Area United Way
Lake County Commissioners
Lake County Community Economic Development Department
Lake County Council
Lake County Department of Family Resources
Lake County Energy Task Force
Lake County Minority Health Coalition
Lake County Prosecutors Office
Lake County Public Library
Lake Michigan District Household Hazardous Waste Program
LakeNET
Lakeshore Graphics
Lakeshore Public Television
Lakeway Mechanical, Inc.
Lapaz Caterers
Legal Services of Northwest Indiana
Lenscrafters/Gift of Sight
Life Care Centers
LifeLine Systems Company
LifeStream
LifeTime Resources
Limetree Corporation/Comfort Keepers
Lincolnshire Health Care Center
Linden House
Maxim Healthcare Services
McGrath Refrigeration Heating & Air Conditioning
MCH Services
Meals on Wheels of NWI
Memorial Hospital
Mental Health America
Methodist Hospital Northlake/Southlake
Metro Corps of Gary
Mid-Land Meals, Inc
Mid-Land, Inc
Midwest Transit Equipment
Miner Electric
Moore Home Health Care, Inc
Morning Star Baptist Church
MOTTEP/Multicultural Wellness Network
Mt. Zion Pleasantview Senior Apartments
M-Y Home Care
M-Y Home Care, LLC
National Able Network
National Association of Area Agencies on Aging
National Association of Community Action Agencies
National City Bank
National Community Tax Coalition
New Friendship M.B. Church
New Life Family Learning Center
Newton County Community Services
Newton County Council on Aging
Newton County R.E.M.C.
NIA Group
NIPSCO
North Township Trustee
Northern IN Regional Planning Corp.
Northwest Indiana Adult Guardianship Services
Northwest Indiana Guardianship Symposium
Northwest Indiana Hispanic Chamber of Commerce
Northwest Medical Supplies
Notre Dame Alumni Club of Northwest Indiana
Northwest Indiana Asset Building Campaign
Northwest Indiana Minority Health Coalition
Northwest Indiana Quality of Life Council
Omni Office Equipment, Inc
Organizational Development Solutions
Original Baptist State Convention of Indiana Nurses
Paratransit Services
Pediatric Nursing Specialists of Indiana
Portage Public Library
Portage Senior Advisory Board
Porter County Aging & Community Services
Porter County Council on Aging
Porter County Triad
Prevent Blindness Indiana
Principal Knox LLC, dba Home Healthcare Services
Professional Claims Management
Professional Cleaning Services
Professional Management Association
Progressive Community Bapt. Church
Pulaski County Human Services
Pulaski Memorial Hospital
Purdue Cooperative Extension Services
Quality Printing
Quantum Sign Solutions
Real Deal Installation
Red Hat Society/Classy Ladies Chapter
Regency Place of Dyer
Regional Bus Authority
Rensselaer Municipal Utilities
RLS & Associates
Robinson Adult Day Services, Inc
Ross Township Trustee
RouteMatch
RSVP
Ryder Logistics and Transportation

Salvation Army
Sebo’s Care & Rehab Center
Senior Companions
SHIP (they dropped the extra “I”)
Singleton, Crist, Austgen & Sears
Social Security Administration
South Lake County Community Services
Southlake Community Services
Spring Valley Shelter
St. Anthony Home & Franciscan Community Services
St. Catherine’s Hospital
St. Jude House
St. Mary’s Medical Center
St. Timothy Community Church Goldtymers
Success Barber School
SuperFleet
Tech Chief
The Jasper Foundation
The Willows
Tolleston Community Group
Tri-City
Unilever
United Neighborhood Organizations
United Steelworkers of America
United Way of Porter County
United Way of Southwestern Indiana 2-1-1
Unity Hospice
USDA Rural Development
Valparaiso Care & Rehabilitation
Vernon Manor Children’s Home
Village Park Enrichment Center at Banta
Villages/Community Partners
Visiting Nurse Association of Porter County
Volunteer Advocates for Seniors
W & M Insulation
Weed and Seed
Whirlpool Corporation
Whiting Lions’ Club
Whitman’s Service
Workforce Development Services
WorkOne Centers
YWCA of Gary
Zion Temple Apostolic Church

We apologize for any error or omissions; please let us know about any corrections or additions.
Statement of Financial Position

Year Ending December 31, 2008 *Audited

2008 ASSETS

<table>
<thead>
<tr>
<th>Current Assets:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CASH</td>
<td>$1,367,906</td>
</tr>
<tr>
<td>GRANTS RECEIVABLE</td>
<td>$5,403,027</td>
</tr>
<tr>
<td>PREPAID EXPENSES</td>
<td>$96,772</td>
</tr>
<tr>
<td><strong>Total Current Assets:</strong></td>
<td><strong>$6,867,705</strong></td>
</tr>
<tr>
<td>PROPERTY &amp; EQUIPMENT, NET</td>
<td>$416,201</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS:</strong></td>
<td><strong>$7,283,905</strong></td>
</tr>
</tbody>
</table>

2008 LIABILITIES

<table>
<thead>
<tr>
<th>Current Liabilities:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCOUNTS PAYABLE</td>
<td>$5,474,786</td>
</tr>
<tr>
<td>ACCRUED PAYROLL &amp; RELATED EXPENSES</td>
<td>$269,640</td>
</tr>
<tr>
<td>GRANT FUNDS RECEIVED IN ADVANCE</td>
<td>$790,486</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES:</strong></td>
<td><strong>$6,534,911</strong></td>
</tr>
<tr>
<td><strong>UNRESTRICTED NET ASSETS:</strong></td>
<td><strong>$748,994</strong></td>
</tr>
</tbody>
</table>

**TOTAL LIABILITIES AND NET ASSETS:**

$7,283,905

Financials
2008 ALLOCATION BY TYPE OF EXPENSE

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specific Assistance to Individuals</td>
<td>$22,601,785</td>
</tr>
<tr>
<td>Salaries and Benefits</td>
<td>$4,798,081</td>
</tr>
<tr>
<td>All Other Program Expenses</td>
<td>$1,373,280</td>
</tr>
<tr>
<td>Occupancy</td>
<td>$671,151</td>
</tr>
<tr>
<td>Contracted Services &amp; Fees</td>
<td>$62,403</td>
</tr>
<tr>
<td><strong>Total Expenses by Type</strong></td>
<td><strong>$29,506,700</strong></td>
</tr>
</tbody>
</table>

2008 EXPENSES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td>$18,376,467</td>
</tr>
<tr>
<td>Elderly Services</td>
<td>$8,219,065</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>$1,193,887</td>
</tr>
<tr>
<td>Transportation Services</td>
<td>$1,717,281</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$29,506,700</strong></td>
</tr>
</tbody>
</table>

2008 REVENUES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Grants – Federal</td>
<td>$23,761,615</td>
</tr>
<tr>
<td>Government Grants - State</td>
<td>$4,596,448</td>
</tr>
<tr>
<td>Program &amp; Other Income</td>
<td>$465,764</td>
</tr>
<tr>
<td>Contributions</td>
<td>$406,474</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$29,230,301</strong></td>
</tr>
</tbody>
</table>