

2004 Spotlight Award Winners

Agency/Organization: JobSource

Practice Nominated: Stepping Stones for Veterans, Inc.

CSBG National Goal Addressed by Practice: #2 The condition in which low-income people live are improved.

Located in Anderson, IN, JobSource has effectively used their resources in order to have a substantial impact on improving the conditions in which low income people live, as identified by ROMA Goal #2. JobSource partnered with Stepping Stones for Veterans, Inc., a social service provider for veterans, to improve the livability of their housing projects. Stepping Stones purchased five older buildings in 2000 and 2003 for the purpose of housing veterans and their families who are homeless. These buildings were constructed in the 1920's with no attic or wall insulation and were not energy efficient. Working with Stepping Stones, JobSource inspected the buildings and made several recommendations to improve the energy efficiency of the buildings and increase the comfort of those living there. JobSource worked with several agencies and funding sources, including Department of Workforce Development. Not only were living conditions of low income veterans and their families directly improved, but the 25% savings realized by Stepping Stones allow for more of their resource to support program services rather than building maintenance.

Agency/Organization: Community Action of Northeast Indiana (CANI)

Practice Nominated: Case Coordination System

CSBG National Goal Addressed by Practice: #4 Partnerships among supporters and providers of service to low-income people are achieved.

In this time of diminishing resources but rising needs in local communities, CANI has developed a promising program to bridge the traditional boundaries that separate agencies and create a more seamless social service delivery system at the local level. Major social service providers, working collaboratively, have developed a system of case coordination that reduces unnecessary redundancy, coordinates service delivery for the benefit of clients, and measure outcomes across agencies. Though the formal evaluation is not yet complete, this collaborative effort has already achieved some remarkable results: commonly held family-centered practices, common forms and a case coordination system, a web-based electronic information system for sharing client information, a No Wrong Door component that allows multiple entry points for clients to access a whole range of services, and a focus on client outcomes.

Agency/Organization: Lincoln Hills Development Corporation

Practice Nominated: Structured Change for 21st Century Sustainability

CSBG National Goal Addressed by Practice: #5 Agencies increase their capacity to achieve results.

Lincoln Hills Development Corporation, located in Tell City, is an outstanding example of ROMA outcome #5 that calls for agencies to increase their capacity to achieve results. In 1997, the thirty eight year old organization had reached their organizational capacity yet there were still many needs in their service area that needed their attention. Finding themselves at this crossroads, Lincoln Hills embarked on an aggressive plan to restructure the organization in preparation of the 21st century. Since their founding in 1965, Lincoln Hills has evolved into a multi-program service provider that had reached a point where their human resources needed to be reevaluated and redeployed in a way that expanded the capacity of the agency. With the entire staff, senior management and board members working together, the agency restructuring resulted in the creation of a second Deputy Director for Development and Human Resources as well as a new separate Housing Programs Division. Since the restructuring, Lincoln Hills has dramatically increased in virtually every program area, from a 30% increase of children served in their Head Start programs to the preservation of the \$8.1 million Indiana Cotton Mill project to the creation of a new business venture that creates jobs and generates over \$750,000 in annual income to support its non-profit mission. Without a doubt, this key reorganization at a critical time in Lincoln Hill's history will insure it remains an agency poised to respond to client and community needs well into the 21st century.

Agency/Organization: Dubois-Pike-Warrick Economic Opportunity Committee, Inc.
d/b/a Tri-CAP

Practice Nominated: Adolescent Services

CSBG National Goal Addressed by Practice: #6 Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Dubois-Pike-Warrick Economic Opportunity Committee, Inc., d/b/a Tri-CAP established the adolescent services program in 1994 in response to the high teen suicide rate. At the time, there were few services and groups that targeted the mental health needs of Dubois County adolescents. Adolescent Services consists of two distinct components: the Teen Hotline and the Teen Wellness Centers. The Teen Hotline which is staffed by trained volunteers provides active listening, education, and information and referrals to area teens. The Teen Wellness Centers are school based health centers located in each of the four county high schools that provide personal counseling, sick care, support groups, and education to students with a signed parent permission form. The primary goal of the program is to improve the mental health of adolescents by offering prevention, intervention, and follow-up services in accessible ways, thereby reducing the teen suicide rate. Since Adolescent Services began, teen mental health referrals have increased, awareness of suicide prevention has been created, and the teen suicide rate has declined dramatically with no teen suicides since 2001.

