

ihcda

SUMMER ISSUE 2018

the magazine



Page 14

Holly Lee

Helping Hoosiers Ramp Up Their Independence

Holly Lee (left) stands with Mary Bryant on the ramp that she helped to install at her home in Kennard, Indiana.





a note from Jake's desk

Artwork by Gracie Sipe

A Look Back at Year One of our Strategic Plan

In January of 2017, we began the process of creating our strategic plan. As part of this process, we solicited feedback from staff, executive team members, the IHCDA Board of Directors and external stakeholders. From these sessions, we gathered 400 unique statements on our Strengths, Weaknesses, Opportunities and Threats. Using this feedback, we developed the Strategic Priorities that focus on Innovation, Leadership, Quality and Improvement. The plan was adopted by the IHCDA Board of Directors in June 2017.

Unlike some plans that sit on a shelf for several years, we made a commitment early on in this process to regularly track and measure our progress. Which is why I am pleased to share with you accomplishments from year one that I am very proud of. They can be found on our website [here](#).

While each of them are important, I would like to pull a few of them out for you that I feel were especially impactful:

- In partnership with the Indiana State Department of Health (ISDH), we applied for and received a \$3.4 million grant from HUD for lead testing and remediation. As a result, we developed the state's Lead Protection Program which pools each agency's resources into one application and location for all stakeholders.

- The Homeownership department launched a new Web-based version of its software and went paperless at the same time. This made it easier and cheaper for our lender partners to access our system. This resulted in an annual cost savings of more than \$50,000, a reduction of labor of more than 1,200 hours and a 15% increase in first-time homeowner application approvals.
- The Audit Committee worked closely with our state and federal counterparts to ensure transparency of our financial information. As a result, there were no findings in any of the major audits conducted on our agency in 2017.

Thank you again to the individuals and organizations that worked with us last year to develop this plan. We truly understand that in order to achieve our mission to provide housing opportunities, promote self-sufficiency and strengthen communities we need the help and support of our partners. I look forward to sharing more updates with you soon! 🏠

Jake
Executive Director
jsipe@ihcda.in.gov



In This Issue

Lt. Governor Crouch Recognizes Organizations for Their Commitment to Providing Homeownership Opportunities.....4

A Town Arts: Creating a space for arts and innovation in Anderson6

2018 Indiana Housing Conference and Golf Outing Highlight.....8

Ribbon Cuttings & Groundbreakings.....10

Sullivan: A Community of Growth.....12

Holly Lee: Helping Disabled Hoosiers Ramp-Up Their Independence.....14

Five Questions About “Place” with Joanna Taft17

Students Tackle Adaptive Reuse of Two Historic Buildings at IHCDA Sponsored Design Charrette18

INvestABLE Indiana Update.....20

North Central Community Action Agencies, Inc. Celebrates May as Community Action Month.....22

IHCDA Customer Service Results.....23

Indiana Housing Conference Save the Date24

As a quasi-state agency, the Indiana Housing and Community Development Authority is committed to serving the entire spectrum of housing, from homelessness to homeownership.

Our charge is to provide housing opportunities, promote self-sufficiency and strengthen communities, in order to build an Indiana with a sustainable quality of life for all Hoosiers in the community of their choice.

As part of the Lt. Governor’s Family of Business, we work with other state agencies, private and not-for-profit entities and local units of government to help develop innovative solutions for housing and comprehensive community development.

IHCDA Board of Directors:

SUZANNE CROUCH
Lieutenant Governor

KELLY MITCHELL
Treasurer of State

DAN HUGE
Indiana Finance Authority

JEFFREY W. WHITESIDE
Vectren Foundation

TOM MCGOWAN
Kite Realty Group Trust

ANDY PLACE
Place Builders

J. JUNE MIDKIFF
Merchants Bank of Indiana



In celebration of Homeownership Month in June, Lt. Governor Suzanne Crouch took time to recognize organizations for their commitment to providing homeownership opportunities in Indiana.



The event was hosted at the site of two home builds being led by the Greater Indy Habitat for Humanity.

A Town Arts

Creating a space for arts and innovation in Anderson



On July 12, 2018 Indiana State Representative Terri Austin, Anderson Mayor Thomas Broderick and board members from A Town Arts were joined by more than 200 people for the grand opening of A Town Arts. Located in Downtown Anderson, the space acts as a community art center, artist cooperative, gallery and hub for innovative projects in Madison County.

CREATING PLACES



Indiana Housing Conference

Indiana's must-attend conference for affordable housing professionals.



2018

Indiana Housing Conference

Featuring Keynote Speaker

Mark Nicholson

By **Brian Philps**, Senior Communications Specialist/Brand Ambassador

Mark Nicholson is much more than a military veteran, successful attorney and motivational speaker.

Born and raised in New Castle, Indiana, Mark left his hometown just hours after his high school graduation and headed to Fort Jackson South Carolina to begin U.S. Army basic training. With the goal of becoming a Green Beret, he then went to Fort Gordon in Atlanta, Georgia to receive advanced training. This led to a deployment to the Republic of South Korea and finally a tour in Panama.

In the months after returning from Panama in May of 1990, he applied for a permit to carry a handgun and purchased a gun in his hometown of New Castle. He took this gun with him when he started school at Indiana State University. Although the details remain unclear, one night of partying turned fatal after an altercation involving Mark ended in the death of a young man. The prosecution argued that Nicholson killed the young man and recklessly injured another.

After a lengthy and highly publicized trial, in January of 1993, the judge sentenced Nicholson to 34 years in prison. During his time in prison he finished his college degree through Grace College and eventually became a lay advocate for other prisoners. In 2002, just 10 years into his sentence, Mark Nicholson was released from prison. Shortly after being released his calling became clear. He wanted to be a lawyer.

His journey to becoming a lawyer started with a trip to Half Price Books to get a few test-prep books for the

“

I was born in iniquity, raised in chaos, and survived destruction. Ever since I can remember, I wanted to be in the military, serve in combat, and be a hero of some sort. I had no idea that events in my life would turn me from a would-be hero to a convicted killer and villain to so many.

- Mark Nicholson

LSAT. At the time, he was living in a homeless shelter when he heard the same dean who once ridiculed him had phoned him. She wanted to know if Nicholson had indeed taken the LSAT. She explained to him that his score was good enough to get in and he was admitted to law school in 2004. Not only did he graduate Indiana University's School of Law in Indianapolis in 2008, but as class president he spoke at graduation.

Nicholson is believed to be the only lawyer in modern Indiana history to be admitted to the bar with a major felony conviction. Which is what led him to the Indiana State Public Defender's Office from

2006 to 2011 where he developed a great reputation and a great record.

“I work hard to help train all the new attorneys in our agency to become the best advocates for our clients,” he said. “I am a zealous defense advocate that believes people who have limited financial resources should be provided a good attorney.”

Nicholson said he loves the work he does for the public and has a goal to finish a memoir in the hope that sharing his experiences will inspire others to overcome obstacles. He has a lot of personal experience from which to speak. He also serves as a board member for the Hoosier Veterans Assistance Foundation (HVAF) who is the charity beneficiary the 2018 Indiana Housing Conference. 🏠



The 15th Annual Charity Golf Outing will take place September 25, 2018 at Broadmoor Country Club.

Click [here](#) for more information and details.

Ribbon Cuttings



HOME PLACE GARDENS

[Home Place, Ind.]

Units: 10 (new construction)

Grantee: Hamilton County Area Neighborhood Development (HAND)

Funding: HOME, Development Fund and CHDO Operating Funds

Hamilton County Area Development (HAND) recently opened their new 10-unit residential development between 105th and 106th streets in Home Place. The \$2.1 million project includes four one and two bedroom duplexes for seniors and two detached single-family homes for renters referred by Prevail Inc. of Hamilton County.



LITTLE CROW LOFTS

[Warsaw, Ind.]

Units: 42 (rental rehabilitation)

Grantee: Commonwealth Development Corporation of America

Funding: LIHTC and Development Fund

Thanks to Commonwealth Development Corporation of America, Warsaw's former Little Crow foods factory, home of Coco Wheats, is now Little Crow Lofts. The development provides 42 units of affordable housing.



M. FINE ON SPRING

[Jeffersonville, Ind.]

Units: 51 (rental rehabilitation)

Grantee: Commonwealth Development Corporation of America

Funding: LIHTC and HOME

The former M. Fine & Sons shirt factory building in Jeffersonville now provides 51 units of affordable housing for seniors and individuals with a disability that fall within certain income parameters. All units are wheelchair accessible and six were designed specifically with wheelchair users in mind.



MERIDIAN PARK

[Kokomo, Ind.]

Units: 13 (new construction)

Grantee: Bona Vista Programs, Inc.

Funding: HOME

Bona Vista's newest housing development, Meridian Park, provides housing for 13 intellectually and physically disabled adults. In addition to the new construction in Kokomo, the former site of Meridian Elementary School features a new ADA-accessible playground, new fencing and masonry.



Groundbreakings



PLEASANT SQUARE [Marion, Ind.]

Units: 10 (new construction)
Grantee: The Affordable Housing Corporation of Marion, Indiana
Funding: HOME and CHDO Operating Funds

Partners broke ground in Marion recently at the future site of Pleasant Square. The new construction project led by the Affordable Housing Corporation of Marion, Indiana will provide 10 units of affordable housing.



ROCK CITY LOFTS [Wabash, Ind.]

Units: 41 (rental rehabilitation)
Grantee: Partnership for Affordable Housing, Inc.
Funding: LIHTC

An important component of the City of Wabash's Stellar Communities Designation Program plan, Rock City Lofts is a senior housing development located in the old Rock City building across the street from the Wabash Historical Museum in the city's downtown. The 41-unit development features the new Rock City Café and a downtown senior center.



SHAMROCK ESTATE PHASE II [North Liberty, Ind.]

Units: 10 (new construction)
Grantee: Country Village Development, Inc.
Funding: HOME

Senior residents in North Liberty can now move into the newest homes in Shamrock Estates. Phase II of the town's senior housing development has been completed and 10 new homes finished. Shamrock Estates is one of the projects from the Stellar Communities Designation Program, which North Liberty was awarded in 2015.



VILLAGE OF HOPE [Gary, Ind.]

Units: 40 (new construction)
Grantee: TWG Development, LLC
Funding: LIHTC and HOME

The Village of Hope is a 40-unit permanent supportive housing development located on the northeast corner of 12th and Monroe Street in Gary. Developed by TWG, this new construction project houses formerly homeless individuals and families and provides a community resource and day center for homeless and at-risk women and children.



South side of Sullivan City Square rendering

Sullivan: A Community of Growth

By **Chelsea Schneider**, Municipal Innovations Specialist, Accelerate Indiana Municipalities (AIM)

In the aftermath of the recession, Sullivan leaders faced a challenge familiar to cities and towns across the state. How should the southern Indiana community grow its tax base?

Sullivan Mayor Clint Lamb hit the road, driving from Evansville to Chicago, to gauge the developments along the U.S. 41 corridor. He left the trip with the impression that instead of chasing the next smokestack, Sullivan would improve its quality of life.

A big part of that goal is now under construction in the city. Through a partnership with the Indiana Housing and Community Development Authority, Sullivan will soon have 40 new affordable senior housing units, with many of them located in downtown.

“As a city, we said Sullivan County is a great place to live, a great place to raise kids, a great place to retire. How can we make it even better?” Lamb said. “We knew we had to do this parcel by parcel.”

“

Sullivan County is a great place to live, a great place to raise kids, a great place to retire. How can we make it even better?

- Clint Lamb
Sullivan Mayor

City leaders started by attacking what Lamb describes as the “spots of cancer” in Sullivan neighborhoods. Since 2012, more than 60 eyesores have been demolished through the city’s “They Gotta Go” program, with about a third of those properties benefiting from IHCD blight elimination funds. Today, several of those sites are being transformed into quality senior housing, with Flaherty & Collins Properties serving as the private developer on the project.

“Now you come into a community that had been stagnant for decades, and we’re starting to see



South side of Sullivan City Square rendering

more construction than we've probably seen since the construction of the Housing Authority in the late 70s," Lamb said.

The \$8.3 million investment in senior housing includes 13 units within five historic buildings on the south side of Sullivan's downtown square, which will also house a retail space and community center for seniors. The remainder of the units are being built in Sullivan's old city hall and in duplexes on sites across the city. The project's unique design, with units not consolidated in one location, means the new housing will not only strengthen downtown but Sullivan's neighborhoods as well.

"In doing so, the project pairs community development and economic development," said Duane Miller, vice president of community and asset management for Flaherty & Collins.

"Sullivan has done a great job communicating their vision and plan," Miller said. "Transforming dilapidated housing and old historic structures not being used—the dinosaurs bankrupting the city and causing it not to grow—means that current property owners will get a shot of equity."

The affordable housing expansion also has sparked interest in potentially constructing new market-rate housing and other private development in the city.

"The community as a whole has good bones," said Jim Exline, president of the Sullivan Redevelopment Commission. "The community has a very good school system and a modern hospital for a community our size, and we wanted to build on those. I think we are starting to see private investors and business people recognizing the opportunity being put in front of them."



South side of the Sullivan City Square, Jackson Street
November 3, 1983 and July 31, 2016



Photograph: Larry B. Auerbach



"Focusing on quality of life makes Sullivan a more resilient city that can weather future economic changes," Lamb said. In addition to senior housing, Lamb has spearheaded the creation of Sullivan Central Plaza and Civic Center that repurposed the vacant site of a former elementary school that had left a large property near downtown unused. The city also just received state funding to extend its greenways system, which will turn Sullivan into an even more walkable community.

"The whole vision of our community," Lamb said, "is to give residents of our community and future residents amenities to enjoy with the rural charm of Sullivan County." 🏡

COVER STORY



“



Many days in November and December the volunteers worked in unfavorable conditions with rain, snow, and frigid temperatures. I couldn't have asked for a better group of family and friends that stuck with me during our builds.

**- Holly Lee
Weatherizaion Manager at ICAP**

Holly Lee: Helping Disabled Hoosiers Ramp-Up Their Independence

Imagine being trapped in your own home, unable to go anywhere unassisted and unable to escape in the event of an emergency. That is the unfortunate reality faced by individuals in need of an accessibility ramp to safely enter and exit their home.

Through the state's Ramp Up Indiana program, the **Interlocal Community Action Program (ICAP)** received funding that helped them install 11 ramps. This has allowed these Hoosiers to regain their independence.

While she is quick to thank her colleagues at ICAP, volunteers and contractors that helped to construct the ramps, this would not have been possible without one person. Holly Lee, the Weatherization Manager at ICAP, has a passion for helping families.

While Holly clearly understood the need for ramps in the ICAP service area, she had no experience building them.

"I contacted Servants at Work (SAWs) to learn how to build accessibility ramps," said Lee. "Once we worked with them on building the first three ramps, we used a combination of ICAP volunteers and contractors to build the remaining eight ramps."

What Holly quickly learned is that since the homes are constructed differently, so too must the ramps. Meaning that each one had to be custom built to meet the unique specifications of each home.

In order to comply with the regulation of how much of a drop the ramp needs to span, the longest ramp was 40 feet long.

"It's a lot safer than the one I had before," said Mary Bryant, a disabled senior, who was the recipient of this ramp. "For someone who is handicapped this is great. You don't have to worry about falling. Even if you did fall, you have a way to get yourself back up. I appreciate it."

One of the other homeowners receiving a ramp had the goal of being able to get around a nearby park on her own. With her new ramp, she now can leave her house and enjoy the park.

A third ramp recipient, a paraplegic gentleman, had no way to leave the back of his home. In the event of a fire, he could have been trapped. He now can safely go in and out of the back of his home.





A homeowner is pictured with the crew that installed the ramp outside his Fortville, Indiana home.

From talking with Holly, it is clear how much she and her staff care about those in the communities served by ICAP. Despite the difficulties they encountered implementing the program, Holly says they would do it all over again.

Click [here](#) for more information about the ICAP.

Eligible applicants for the state's Ramp Up Program are non-profit 501(c)3 or (c)4 that can demonstrate an established organizational mission/focus of serving the housing needs of persons with disabilities. More information about the program and eligibility requirements may be found here: www.in.gov/ihcda/rampupindiana.htm 🏠



The longest ramp ICAP installed is over 40 feet long. Regulations require one foot of ramp per 1" of incline.



(This) program helped several people who need to get in and out of their homes. The need for more volunteers to help people in need is welcomed.

**– GERTIE SMITH, VOLUNTEER
LINDEN, IN**

It was fun and very fulfilling to know you're helping people.

**– MISTI SCHIELIE, VOLUNTEER
NEW CASTLE, IN**

It is a very good program that keeps people in their homes.

**– ED HILL, VOLUNTEER AND EMPLOYEE OF
CITY OF NEW CASTLE**

We only get so many opportunities to do the right thing in life. Thanks to this grant it made it possible to help a few more for people with some of the greatest needs.

**– JASON GROCE, VOLUNTEER AND
TOWN OF KENNARD PRESIDENT**

Five Questions About “Place” with Joanna Taft



By Carmen Lethig, Placemaking Manager



CL: Why did you get into your role as Executive Director of The Harrison Center for the Arts in Indianapolis?

JT: I lived in the neighborhood (Indianapolis’ Old Northside) and wanted my neighborhood to be healthier. It seemed that having an art center would help us build community and that the arts would add vibrancy in a neighborhood that had suffered from disinvestment. Later, after my neighborhood gentrified, I became very interested in equity and helping neighborhoods be more inclusive.

CL: Why is promoting “place” important to you?

JT: I want to feel rooted. I want to be a part of something. Knowing my neighborhood’s story, helps me feel more connected and committed to my neighborhood. I have become a better citizen by feeling connected and I would like others to have that experience too.

CL: What is most important to highlight when promoting “place?”

JT: Every neighborhood has a story. It is especially important to tell the story of the long term residents and businesses. When new people move in, they need to be invited into an existing story, so they don’t treat the neighborhood like a blank slate.

CL: How did CreatINg Places help you achieve your organization’s and community’s goals?

JT: We were asking the question: how do you revitalize a neighborhood and still be inclusive? We had a

hunch that theater could help us figure that out as a community. CreatINg Places gave us a creative way to raise money for the project and then matched what we raised. Those resources helped us bring neighbors and business owners together through PreEnactIndy and work with 12 theater companies to envision the neighborhood the way it ought to be—just, equitable and economically vibrant. The culminating event was a one day, three block long performance that allowed our community to act out a revitalized neighborhood that was also inclusive. The program called attendees to a new way of living, with all the hopes and dreams that come along with that. We could not have done it without IHCD.

CL: I wanted to talk to you so that others could hear your story about the role you have played in helping the Harrison Center and the surrounding neighborhood achieve their goals and how “place” is a part of that process. Given that context, what is the one thing you want our readers to know?

JT: Community development works best when people can experience both physical changes in their neighborhood and the ability to grow personally. PreEnactment Theater built sets and temporary buildings to help neighbors imagine physical change, but it also used theater, visual art and music to encourage them to reflect on how they could become more equitable. 🏠





Exterior of the Crump Theater building and its Art Deco façade.



Ball State architecture instructor Steve Risting discusses the challenges of adaptively reusing the slim interior of the Irwin Bank building on site.



INDIANA LANDMARKS

Students Tackle Adaptive Reuse of Two Historic Buildings in Columbus

By **Ryan Hamlett**, Real Estate Production Analyst

Charrette. A word that stems from the École des Beaux-Arts in 19th century Paris. There, a charrette, which is French for “cart,” would be wheeled amongst architecture students to collect their scale models for review. Today, the word is used to refer to a structured session in which a group of professionals collaborate to develop solutions to design problems.

Suzanne Stannis and Mark Dollase of Indiana Landmarks worked within Columbus to identify buildings that were important to the community and ripe for revitalization as part of the “Preserving Historic Places” conference held April 17-20, 2018. Ultimately, two buildings were selected to be the focus of the student’s attention.

The Crump Theater at 423 Third St., was built in 1889 and is Indiana's oldest surviving theater building, though its Art Deco façade circa 1941 makes it appear much younger. The second building chosen was a former Irwin Bank building at 2033 State St. and was designed by architect Paul Kennon, a protégé of the famed architect Eero Saarinen, and built in 1974.

Charrette organizers extended invitations to professionals whom would serve as resource persons to aid the students throughout the charrette, including representatives from DNR, IHEDA, Administrative Resource Associates (ARA), the engineering firm of Wiss, Janey, Elstner Associates, the City of Columbus, and Landmark Columbus.

At the conference, students, faculty and resource people assembled within a classroom at First Christian Church, the Eliel Saarinen designed home base of the conference. Each building offered a unique challenge to their redevelopment hopes. The Columbus Capital Foundation, which has owned the Crump Theater building since 1994, hopes to see it return to a theatrical/ arts use. As such, the students designed two different possible additions to the south side of the building that would help solve lack of accessibility issues and the lack of adequate facilities that are in part why the city closed the theater for safety concerns in 2011.

Just prior to the charrette day, the Columbus Regional Hospital, owners of the Irwin Bank building, had spoken on the possibility of turning the bank building into an opioid treatment facility. With this in mind, the students created two sets of plans for new uses for the former Irwin Bank branch. The first, an outpatient treatment facility, aligns with the possible intentions of the Hospital and which encloses the drive-thru teller area to create additional space for treatment. The notion of enclosing the drive in area was a feature of the second of the students' reuse plan, a restaurant where the bulk of the seating would be within the adapted drive-thru space.

On Day Two of the conference, Prof. Costello and students from both project teams gathered in the sanctuary of First Christian and presented these plans to attendees.

Click [here](#) for more information about the "Preserving Historic Places Conference. The 2019 conference will be held in Evansville. 🏠



BSU Architecture Professor Emeritus Tony Costello (right) introduces the charrette process to the attendees Tuesday morning.



Ball State student Cody Sprunger works on a design for the Irwin Bank building team.



Ball State student Shelbi Long presents her group's plans for an opioid treatment facility at the Irwin Bank building.



Indiana University professor Louis Joyner discusses the challenges involved in redeveloping the Crump Theater.



INvestABLE INDIANA Update

By **Amy Corbin**
Executive Director, INvestABLE Indiana

172

Accounts

\$2,991.11

Average
Account Balance

\$500,0000

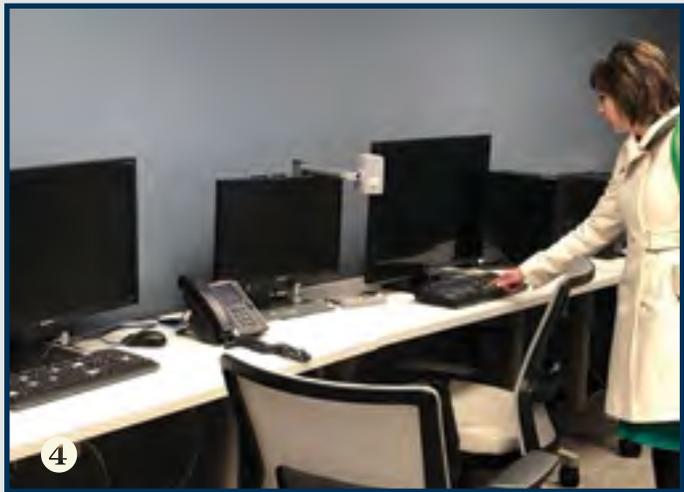
In assets under
management of the
INvestABLE program

We are quickly approaching the one-year anniversary of **INvestABLE Indiana**. This program allows for individuals with disabilities to save for qualified expenses without losing their eligibility for certain assistance programs, like SSI and Medicaid. As we approach the one-year anniversary of the INvestABLE launch, in partnership with the Office of Treasurer of State, IHcda would like to highlight some of the first year achievements.

Much of the year I've spent traveling throughout the state speaking at schools, conferences, organizations, businesses, school transition fairs and informational community sessions to raise awareness about the INvestABLE program. These grassroots efforts, including collaborating with local legal and finance communities, service providers, benefits administrators, and potential beneficiaries was critical to the first year successes INvestABLE would experience. InvestABLE is pleased to announce that 172 accounts have been opened with an average account balance of \$2,991.11. In total, there is currently over \$500,000 in assets under management of the INvestABLE program.

What makes INvestABLE unique among other programs throughout the country is not just in the numbers. INvestABLE offers its account holders a checking option, which allows beneficiaries to have direct access to their funds. INvestABLE introduced the CollegeChoice 529 'UGift' feature to the ABL accounts—an online gifting platform that allows anyone (ie. family, friends, employer, etc.) to contribute to a beneficiaries account via a unique UGift Code. A person can use their INvestABLE Indiana account to help save for future expenses in retirement, long-term care needs, and any expenses that relate to that person's disability and improved health, independence or quality of life. Finally, INvestABLE offers systematic withdrawals so a person can make direct, automatic payments for expenses such as housing/rent.

With such a successful inaugural year, one might wonder how INvestABLE can take the program to another level in 2018. The year will kick-off with a one year anniversary celebration in which Kelly Mitchell, Indiana Treasurer of State, will be traveling to Carey Services (Marion, IN) and Erskine Green Training Institute (Muncie, IN) to speak about the program and tour the respective facilities. 🏠



1. Treasurer Mitchell practices packaging gloves on the assembly line at Bosma Enterprises
2. Treasurer Mitchell interviews about INvestABLE Indiana on Inside Indy with Kelly Vaughn at WHMB TV
3. INvestABLE Indiana Executive Director Amy Corbin at LEGO Brickworld
4. Treasurer Mitchell tours Bosma Enterprises in Indianapolis
5. INvestABLE Indiana Executive Director Amy Corbin speaks to a group from The Arc at their Valentine's Day event at the Statehouse
6. Amy Corbin greets self-advocates from The Arc of Indiana at their annual Valentine's Day event at the Statehouse



North Central Community Action Agencies, Inc.

Celebrates May as Community Action Month

North Central Community Action Agencies, Inc. (NCCAA) hosted its Annual Board of Directors and Volunteer Luncheon on Wednesday, May 30 at noon at the NCCAA Westside Community Center in Michigan City, IN. The annual Hazel Thomas Community Action Award was presented to Purdue Extension Service with representatives as pictured from left to right Caroline Arnett, Allison Goshorn, Jenna Stroud and Judy Kutch.

Customer Service Survey Results



96.8%

THOUGHT LEADER

Of IHCDAs partners feel we contribute to a positive and improving environment for their organization's activities.



98.8%

GREAT PARTNER

Of IHCDAs partners feel comfortable going to staff members with questions they have.



93.1%

GOOD COMMUNICATOR

Of IHCDAs partners feel the IHCDAs website and IHCDAs Info emails are helpful to them.

Customer Service Ratings 2012-2017



2012	2013	2014	2016	2017
3.11	3.07	3.16	2.98	3.04

How would you rate your overall satisfaction with IHCDAs?



2012	2013	2014	2016	2017
3.09	3.01	2.97	2.95	2.96

The IHCDAs website and IHCDAs-Info emails are helpful.



2012	2013	2014	2016	2017
3.01	3.09	3.09	3.01	2.81

IHCDAs staff are prompt and responsive to my needs.



2012	2013	2014	2016	2017
2.92	2.89	2.89	2.84	2.74

I receive sufficient information from IHCDAs trainings.



2012	2013	2014	2016	2017
3.22	3.23	3.33	3.29	3.17

IHCDAs staff are pleasant and courteous when dealing with IHCDAs's partners.



2012	2013	2014	2016	2017
3.03	2.85	2.98	2.97	2.99

IHCDAs contributes to a positive and improving environment for my organization's activities.



2012	2013	2014	2016	2017
3.17	3.17	3.26	3.18	3.01

IHCDAs staff are knowledgeable about the programs which I use.



2012	2013	2014	2016	2017
3.29	3.30	3.34	3.27	3.28

I feel comfortable asking questions of the IHCDAs staff.



2012	2013	2014	2016	2017
2.79	2.91	2.86	2.66	2.93

IHCDAs staff keep their partners informed when policies or procedures change.



2012	2013	2014	2016	2017
2.67	2.60	2.74	2.55	2.71

Program policies and expectations are clear and easy to understand.



My Voice Portal (MVP)

IHCDAs is committed to listening to and empowering our partners and assisting in our efforts of Continuous Improvement. Which is why we developed the My Voice Portal (MVP) to collect comments on ways in which we can improve. This portal allows for individuals to offer recommended changes to a specific policy, process or form. Each improvement implemented is posted to our list of "IHCDAs MVPs."



Indiana Housing & Community Development Authority

30 South Meridian Street
Suite 900
Indianapolis, IN 46204-0100

Indiana Housing Conference

Indiana's must-attend conference for affordable housing professionals.

SEPTEMBER 26TH & 27TH, 2018

INDIANAHOUSINGCONFERENCE.ORG

INDIANAPOLIS MARRIOTT DOWNTOWN

ROOMS AVAILABLE FOR \$199/NIGHT

EARLY BIRD REGISTRATION

\$325 UNTIL AUGUST 25TH

SPONSORSHIPS STILL AVAILABLE!

INDIANAHOUSINGCONFERENCE.ORG/SPONSORS

PRESENTED BY



DIAMOND SPONSORS

