



UNITED WE **RESPOND**

UNITED WE **RECOVER**

UNITED WE **THRIVE**





## 2019 seems like a lifetime ago.

### PRESIDENT'S MESSAGE

But as we struggle to adapt to new norms and attempt to envision an uncertain future, we have been grateful for our foundational systems. In particular, the Thrive Network of coaches was able to quickly mobilize and adapt to address the pressing issues of sweeping unemployment for already vulnerable citizens; Indiana United Ways worked with Lilly Endowment to facilitate significant and immediate funds to support non-profit services that ensure food, shelter and safety across the state. RSVP's Are You Ok? program became a lifeline for vulnerable seniors and other homebound residents.

2020 has become a test of the systems and supports we work so hard to build and sustain. It's too soon for a final grade, but my mid-term assessment highlights:

- Many Thrive Network coaches and other frontline nonprofit staff were trained as Certified Community Health Workers through a grant from Prosperity Indiana, helping them more fully assess all the needs of struggling individuals, and creating a working network between health, government and social service organizations across our county.
- Our years of foundational work and development of the COAD – Community Organizations Active in Disaster – paid off when a tornado hit southern Madison County, particularly the town of Pendleton. We have now tapped this group to help us develop a stronger shelter plan for situations such as COVID-19 that create new and longer-term challenges.
- Through the generosity of Thompson Insurance and the support of Madison County Federal Credit Union, we launched a car loan program for Thrive clients.
- Elementary schools and On My Way Pre-K providers are receiving a total of 2,676 books through a grant from First Book. These new, high quality books are provided to the children they serve to expand early literacy and are especially helpful as children spend more time learning from home.
- As part of the state digital services team, we have created easy messaging and two-way engagement tools to streamline communications and hear from our community, including engaging people in advocacy with the IUW-sponsored CQ Engage tool (iuw.org).



- We initiated our first Virtual Campaign successfully in 2019, a decision that proved fortuitous for 2020.
- We began to engage our community in crucial conversations around race, equity and inclusion and this year adopted the United Way Worldwide Diversity and Inclusion Statement of Principle, with the expressed understanding that this action is only the beginning of our work to challenge and change all of our processes to ensure that we live out our mission to fight for the health, education and financial stability of every person in every community.
- A new ALICE Report (Asset-Limited-Income-Constrained-Employed) highlights the systemic long-term challenges of low income households prior to COVID-19.

Factors that will impact our final grade:

- A looming housing crisis as ALICE households face long term employment reductions combined with an existing lack of affordable options.
- The ability of child care providers to withstand decreased enrollments until parents return to work will affect the ability of those parents to reengage in the job market.
- The digital divide becomes an even bigger barrier to services with restricted travel and in-person access to essential services and education.
- Unmet needs for mental health treatment, already a significant underlying barrier to stability, are growing as the economic and health crisis lingers.
- Loss of business revenue and employment impacts households, but also the ability of nonprofit organizations to continue to assist those in need.
- Our ability to support the common good despite the divisive rhetoric and other forces that seek to create chaos and conflict.

United, let's rise.



*Nancy J. Vaughan*

Nancy Vaughan, President United Way of Madison County



**THIS YEAR'S ANNUAL REPORT IS dedicated to JAN KAYE**



*Dear friend and long-time volunteer board member, Janice Kaye, lost her battle with cancer last fall.*

*Jan served on our board since 2005. She also served on the Community Impact Committee and volunteered at various events.*

*In 2011, she received our Volunteer of the Year Award for her dedication and tireless support of our work.*

*All of us at United Way will miss her dearly.*



# Caring is essential

## What is essential?

The dictionary definition does little to answer the question. Es-sen-tial. Of the utmost importance: basic, indispensable, necessary. As the COVID-19 pandemic swept our country this year, the question became a debate: essential jobs, essential services, essential travel, essential lives.

In the midst of this pandemic, the Indiana United Ways released an updated ALICE Report – the biennial snapshot of the challenges facing the roughly 40 percent of households that, even before the pandemic, struggled to afford the essentials – food, safe shelter, healthcare, child care, transportation. The COVID-19 pandemic increased the number of households in crisis nearly overnight and challenged the ability of United Way and our partners to respond in unprecedented ways.

The United Way Board quickly approved immediate use of discretionary funds for the most pressing needs – food and shelter. We also quickly activated a way for everyone who could to join us by launching the COVID-19 Response Fund. Thank you to those who have and continue to support this effort.

Through the strength of the United Way network, Indiana United Ways was able to leverage the longstanding partnership with Lilly Endowment to bring significant funding into our communities through the Economic Relief Initiative (ERI). The goals of this funding are to address immediate needs for households impacted by COVID-19 and to support the nonprofit system that is so essential to providing that assistance.

This generous grant - \$800,000 – is a lifeline that we are working to use to maximum effect.

Because many partner organizations – often dependent on volunteers that were sheltering in place and without resources to adapt - closed, UWMC rallied the network of Thrive coaches virtually and gave them a new charge: help people in crisis develop a plan for sheltering, access all resources, and if needed, tap a newly-created crisis fund to bridge the gaps.

The Thrive Network has proven to be nimble and responsive to challenges as they arise. The coaches, supported by United Way Vice President of Impact Karen Hemberger, case management consultant Cherilyn Horning and training consultant Annie Wood-Bell, have met this crisis with grace and admirable fortitude. Thank you, Julie Barton, Langa Floyd, Penny Henderson, Judy Johnson, Brandon Lien, Amy Newton, Suzanne Pasztor and Jackie Washington!

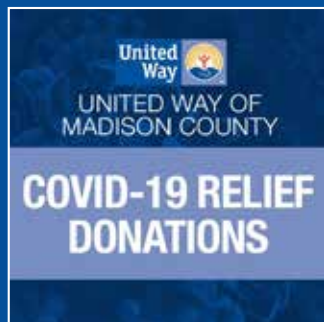
A basic need is shelter. Part of the ERI funds will be directed toward developing options that our community lacks today: drop-in homeless shelter, short term emergency shelter that can accommodate social distancing and other safety protocols, family shelter. UWMC's existing partnership in disaster response is our foundation for this work.

Now that it's clear this crisis will be with us for at least many more months, we will begin to think about child care and long-term health implications, leveraging our statewide network and relationships with Indiana 211, now operated by FSSA, and Covering Kids & Families. We are also rethinking volunteerism, adapting processes for food distribution, weatherization and early literacy, and continuing to promote the RSVP Are You Ok?/ Senior Link program that is a physical and mental health lifeline for many.

While this pandemic has caused all of us to ask, "What are my essential needs?" our invitation is to ask, "What is my essential response?" We believe our essential response is to care - however and whenever possible. The CARES Act has added an incentive for donating by making a \$300 above-the-line deduction available for taxpayers that don't itemize on 2020 tax returns. Those that do itemize can deduct as much as 100 percent of their adjusted gross income for 2020 tax year.

For decades, the ability of both government and nonprofits to provide a safety net of basic services has eroded. Even as charitable giving has increased, giving to this sector has gone down. While the reasons are debated, those debates fade in the face of suffering and death in communities across our country.

But United Way was made for this. United, we have always faced our challenges. United we live; United we Thrive, and United We Rise.



I am your...

- Child Care provider
- Grocery store clerk
- Office assistant
- Waitress
- Favorite barista





**“THRIVE offers you support  
and resources to get off  
a bad path and onto  
a better one.”**

**“People don’t  
realize that  
life can change  
in a moment.”**

Words filled with more truth than many of us want to believe,  
spoken by a THRIVE client as she shared her story.

She had struggled with addiction and mental illness in the past. Her  
determination to overcome had led to years of sobriety with a therapist that was  
helping her. She was on the right path, but a moment was about to happen that would  
change everything, for the worse.

In May of 2019, she was two months behind on her bills but still making payments. However, she was  
not able to afford food. On May 3, she fell and severely broke her foot. As a result, she was unable to walk,  
out of work for 6 months, had no income plus no working vehicle because it was in need of repair and she didn’t  
have the funds to fix it. Without being able to work, she wasn’t able to pay rent, utilities or anything else. She didn’t  
know what to do so she reached out to the THRIVE Network.

“I was willing to do whatever it took. I didn’t work that hard in recovery to watch it all fall out from under me,” she  
said. “The THRIVE staff is amazing.

They gave me grace and hope when I had none. Through all parts of the program they were able to help me rebuild  
my life. THRIVE offers you support and resources to get off a bad path and onto a better one.”

Working with multiple THRIVE coaches, she was able to find financial assistance for rent and utilities after her fall.  
She also worked with an employment coach to build a new resume and find a new job that she feels called to. Her  
continued work with THRIVE’s financial coach is putting her finances on track. “It gave me my life back in all as-  
pects – income, job, home and support. Through all of that I regained the things in life that I had lost.”

The moment she fell changed everything. She is still learning how to walk, eat, sleep and manage everything in her  
life again. She credits both the THRIVE Network and her church with providing her support during this journey and  
she encourages others to not give up on themselves. “There are people out there that care, if you don’t think that,  
there is. You just have to make the first step.”

THRIVE CLIENT STORY



## RSVP VOLUNTEER TESTIMONIAL



For 40 years Kelly Chambers had a medical practice focused primarily on older people. Over that time, his pa-  
tients became friends, and as both patients and physician aged, he became aware of issues outside the scope  
of traditional medical training that were more important than blood sugar, ideal body weight and blood pressure.  
Problems like fear, sadness, loss.

“Loneliness was a terrible problem,” he recalled. “When people came in for visits, we would talk for  
a long time – which used to drive the office manager crazy – but we both needed that contact between two  
human beings.” That’s why in the fall of 2015 he took note of Senior Link-Are You OK?, a volunteer opportunity  
of RSVP 55+ volunteer program, a service of United Way of Madison County. The program, a collaboration with  
the Anderson Police and Madison County Sheriff’s departments, provides check in, telephone reassurance and  
friendly phone calls to older or disabled homebound individuals.

Recently retired, Kelly was more than willing to lend his time and expertise to advise the staff on outreach and  
communications, assist with training, and recruit both volunteers and recipients for the service. He knew that  
families often urged his older patients to move to a facility to be safe, but patients wanted to remain at home. “So  
you have this balancing act between happy and safe,” he said. “This program seemed to be the perfect balance.  
It allows the person to be home, but also offers some safety.”

Another advantage of the program is that the volunteers are older too. “From my standpoint, the more time I  
have to think about myself, the worse off I am,” he said. Focusing on others is a great remedy. “That’s  
the beauty of this. You can see that the volunteers really care about the people they’re dealing with.  
There is a bond. I see a lot of lasting, probably everlasting, friendships develop.”

Noting that the aging population is the fastest growing segment of our country, Kelly  
thinks that the ability to stay independent and to make lasting friendships is a  
win-win. He also thinks the volunteer aspect enhances its value for those  
being served because “it’s special when someone reaches out and  
touches you for no other reason than that they want to do it.”

Following a career that built a depth of understand-  
ing for the human condition, Kelly sums it up  
pretty simply: “We’re meant to help other  
people. I think that’s why we’re here.”

**kelly**

**“We’re meant to help other people.  
I think that’s why we’re here.”**





# 2019 COMMUNITY

# SUPPORT

## \$702,700

*United Way provides a vast array of integrated supports throughout Madison County. Our financial support of programs in 2019 is outlined below.*

### **THRIVE Network: Total Investment \$437,000**

*An integrated approach to education, income and health.*

**THRIVE Partner Direct Funding \$300,000**

#### **THRIVE Partners:**

Anderson Impact Center      Childrens Bureau      Dove Harbor  
Stripped Love      Alternatives, Inc.      PathStone Corporation

*THRIVE Partners may access client funds below, and use the database to track clients and services. They are also provided coaching and training.*

**THRIVE Client Funds: \$20,000      THRIVE Childcare Fund: \$35,000**  
**THRIVE Expansion Support (UW managed outreach offices) \$53,000**  
**THRIVE Network Support (training & technology): \$29,000**

### **Community Access Network (CAN): Total Investment \$53,000**

*An integrated and coordinated approach to basic needs and safety net services including support for 211, a local shared database for partners to quickly share and store client service information, and access to shared funding pools for Utility Assistance and Exceptional Needs.*

**Community Access Partners (CAN)** - Alexandria Community Center, Anderson Impact Center, Carrie Mae Hyatt Westside Community Food Pantry, Central Indiana Mothers, CICAP, First United Methodist Church, George Morrisett Center, Interlocal Community Action Program, Lafayette Township, Nurse Family Partnership, Operation Love Ministries, Park Place Community Center, Salvation Army, St. Vincent Anderson Regional Health System, St. Vincent Mercy Hospital, St. Vincent de Paul, The Christian Center, The Help Center, Trinity Episcopal Church

#### **Connect2Help (2-1-1)**

*CAN Partners may access client funds below and use database to track clients and services*

**Friend to Friend Utility Assistance Funds: \$30,000      CANEN Exceptional Needs Funds: \$10,000**  
**Connect2Help 211 Support: \$10,000      CAN Support: \$3,000**

*United Way assisted 314 households through Utility and Exceptional Needs funds. 2-1-1 responded to 3,167 Madison County inquiries.*

### **Born Learning Connection: Total Investment \$18,700**

*An integrated approach to school readiness.*

**OnMyWayPreK Match: \$10,000      Family and Provider Outreach: \$8,700**

### **Covering Kids & Families: Total Investment \$72,500**

*An integrated approach to health access.*

*Network of navigators that assist individuals in securing and maintaining health insurance and access to health care.*

**Funding Partners and Coalition Members** - Anderson Impact Center, Anthem\*, Ascension\*, Aspire Health, Born Learning, CareSource\*, Clean Slate, Community Hospital Anderson\*, Healthy Families of Madison County, Hopewell Center, Huffer CCR&R, Indiana Department of Child Services, Indiana Commission for Higher Education, Indiana Division of Family Resources, Indiana Rural Health Association, Indiana 2-1-1, Ivy Tech, Jane Pauley Community Health Center, Madison County Health Department, MDWise\*, Meridian Health Services, MHS\*, Nurse Family Partnership, Purdue Extension, Open Door Health Services, St.Vincent/RUAH, St. Vincent Hospital\*, WIC

*\*Funding partner of CKF*

### **VOLUNTEER PROJECTS: Total Investment \$78,300**

*An integrated approach to community volunteerism and disaster response.*

#### **RSVP 55 + Volunteer Services Support: \$68,000**

*MyFreeTaxes Mentors, Are You OK?, Pre-K Buddies, and other support volunteers.*

United Way of Madison County is the sponsor of the RSVP program through a federal grant from the Corporation for National and Community Service (CNCS). RSVP engages persons 55 and older in volunteer service to meet critical community needs and to provide a high quality experience that will enrich the lives of volunteers. For the fiscal year, April 1, 2018 to March 31, 20189 CNCS funded \$40,000 and United Way provided 30%, in cash or in-kind match.

#### **Operation Weatherization: \$5,000**

#### **Community Organizations Active in Disaster (churches, local government, nonprofits, health care): \$5,300**

**Partners**— Aletheia Fellowship & Ministry Center, American Red Cross, Anderson Community Schools, Anderson Fire Department, Anderson Police Chaplaincy, Anderson Police Department, Community Hospital Anderson, Indiana Animal Board of Health, Indiana Honor Bound Disaster Network, Lapel Community Organization, Madison County Amateur Radio Club, Madison County Emergency Management Agency, Madison County Health Department, Madison County Sheriff's Department, Millcreek Civic Center, Parkview Church of the Nazarene, Second Harvest Food Bank, St. Vincent Anderson and St. Vincent Mercy Hospitals, The Salvation Army, Town of Chesterfield, Town of Pendleton

*143 volunteers/21,973 hours served*

### **ADDITIONAL DIRECT SUPPORT: Total Investment \$43,200**

**Donor designations to agencies: \$36,000**  
**Anderson Trustee Youth Center Summer Program: \$7,200**



**ADDITIONAL  
\$800,000  
COVID-19  
ECONOMIC  
RELIEF INITIATIVE  
GRANT RECEIVED  
May 2020**

The COVID-19 Economic Relief Initiative Grant, was made possible through a partnership between Lilly Endowment, Inc. and Indiana United Ways,

Through the grant, United Way of Madison County is funding local safety-net efforts that meet the top unmet crisis needs for our community – stable housing, utility assistance, food, and health care with a particular focus on workers who are now unemployed and falling behind on bills or who have lost health coverage.

*The following organizations have been granted funding from the grant to date:*


Alternatives Inc.	\$15,000
PathStone .....	\$22,000
Children's Bureau .....	\$10,000
Anderson Housing Authority .....	\$61,000
Stripped Love .....	\$5,000
Salvation Army ..	\$21,000
Operation Love .....	\$6,000
Carrie Mae Hyatt Westside Community Food Pantry .....	\$50,000
East Central	
Indiana CASA .....	\$10,000
Salvation Army .	\$60,000
The Christian Center .....	\$16,000



2018 & 2019

FINANCIAL STATEMENT

Independent Auditor's Report prepared by  
Teipen, Selanders, Poynter & Ayres, P.C.,  
Certified Public Accountants.

  
United Way  
of Madison County

December 31, 2019

ASSETS

	2019	2018
Cash/Investments	\$227,276	\$ 222,321
Pledges Receivable	266,200	186,015
Grants Receivable	33,180	76,849
Accounts Receivable	1,940	500
Prepaid Expenses	16,925	13,701
Distributions Receivable from Community Foundation	79,566	78,007
Property and Equipment	129,708	133,559
Beneficial Interest in Community Foundation Funds	296,714	296,807
Long-Term Investments	1,282,802	1,085,044
Total Assets	\$2,334,311	\$ 2,129,618

LIABILITIES

Accounts Payable	\$17,179	\$9523
Accrued Expenses Payable	60,619	53,416
Distributions Payable	81,574	62,560
Designations Payable - 2019 Campaign	10,455	
Designations Payable - 2018 Campaign	12,551	13,219
Designations Payable - 2016 Campaign		4,406
Total Liabilities	\$182,378	\$ 143,124

NET ASSETS

Unrestricted	1,398,682	1,263,692
Restricted	753,251	722,802
Total Net Assets	\$ 2,151,933	\$1,986,494
Total Liabilities and Net Assets	\$ 2,334,311	\$2,129,618

Governed by an 18-member volunteer board of directors, United Way of Madison County has been in good standing of United Way Worldwide since 1973. For more information, contact 765-643-7493 or visit our website at [unitedwaymadisonco.org](http://unitedwaymadisonco.org)

RESPOND  
RECOVER  
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\$30,000+

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