

ihcda



SPRING ISSUE 2017

the magazine

Page 12

Mary Beth Wott

First Vice President, Community Investment Officer
Federal Home Loan Bank of Indianapolis





a note from Jake's desk

Artwork by Gracie Sipe

Positive Contributions

I want to thank all of our partners who took time out of their busy schedules to spend a half-day at one of our five Listening Sessions across the state during the months of February and March. Your feedback is invaluable in assisting IHCDA stay current as to the areas we need to improve, as well as the areas in which we are succeeding. I appreciate hearing first-hand your insights into opportunities to improve and obstacles to overcome in the areas of affordable housing and community development. I would also like to thank Mark Wuellner for facilitating the five Listening Sessions and creating a positive environment where our participants felt comfortable sharing their thoughts. In addition, IHCDA staff will have an opportunity to provide feedback as to IHCDA's performance at two upcoming half-day sessions. IHCDA will utilize all of the feedback in the process of developing a Strategic Plan for 2017-2020. We anticipate finalizing the 2017-2020 Strategic Plan by mid-May.

We are also looking forward to hearing from you during the Qualified Allocation Plan (QAP) drafting process. We anticipate releasing a draft of the 2018-2019 QAP by the end of May. As in previous years, IHCDA will release the first draft and allow for public comment. We will make enhancements based on your comments and release a second draft reflecting these changes. We will then request additional comments to ensure we are capturing your recommendations.

I hope you enjoy the articles in this spring's Magazine. We are proud to feature on our cover Mary Beth Wott, the First Vice President, Community Investment Officer

at Federal Home Loan Bank of Indianapolis. Her unwavering commitment to serving others and helping alleviate homelessness is inspiring. Another tireless advocate for communities is Paula Craig, the Housing Services Director for Blue River Services, Inc. Our Partner Highlight article describes the many ways she has helped individuals and families in Southern Indiana for the past fourteen years. There are also exciting updates to our CreatINg Places program. Our first project, the Wabash Riverfront Plaza, exceeded its crowdfunding goal and has broken ground. Upon completion, the project will have transformed an unused space on the waterfront into a spot for the community to gather, have fun together, and enjoy the scenic water view.

On a final note, I am pleased to let you know our 2016 IHCDA Annual Report is now available. I encourage you to take a moment to review some of the highlights listed in the synopsis in the Magazine. You can also click on the included link to view the entire report. It is important to recognize how all of our partners have made such positive contributions toward IHCDA's success in meeting our mission of providing housing opportunities, promoting self-sufficiency and strengthening communities.

Jake

Executive Director
jsipe@ihcda.in.gov



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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.

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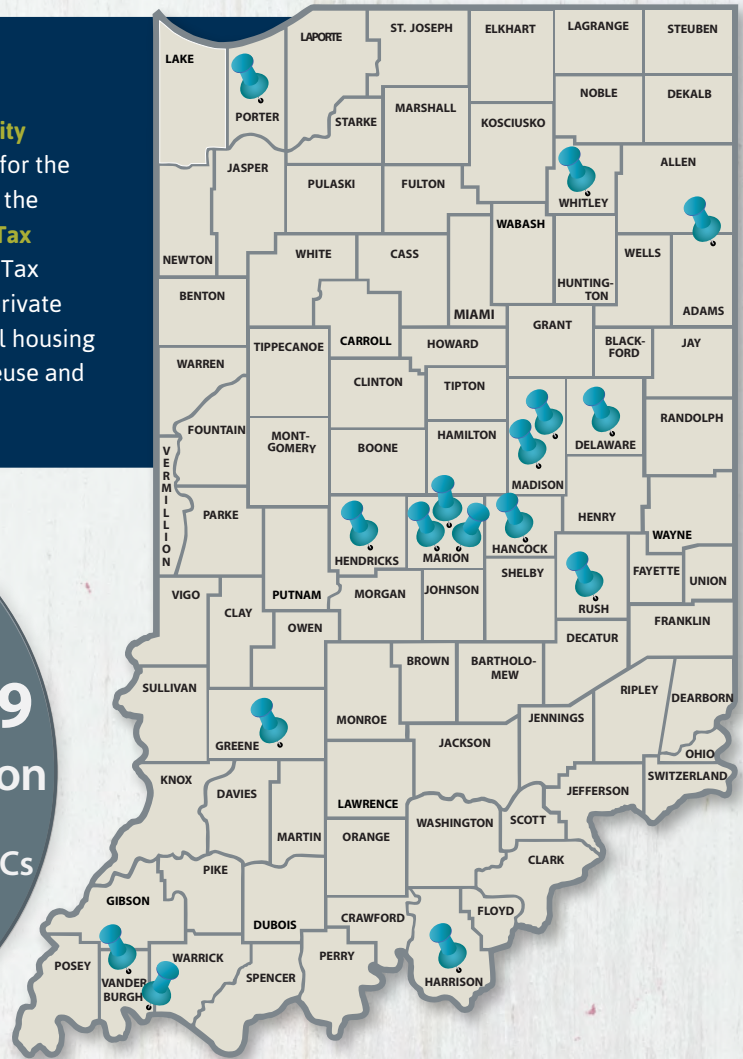
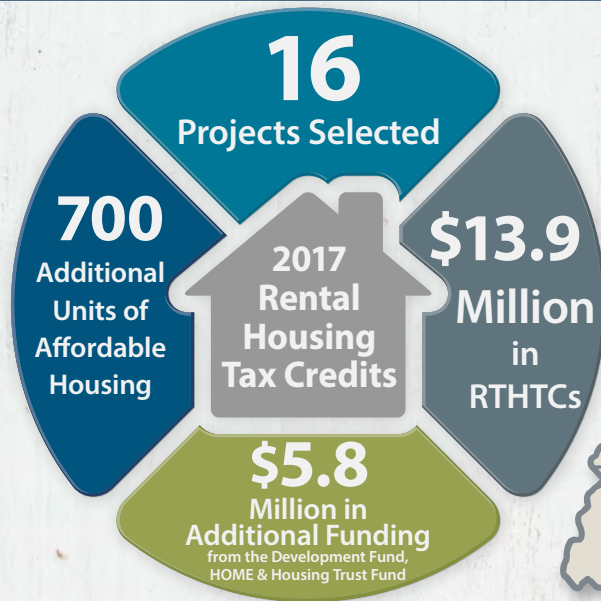
SCENARIO ADEBESIN
Fifth Third Bank

2017 Rental Housing Tax Credits Announced

At the February IHCD Board of Directors Meeting chaired by **Lt. Governor Suzanne Crouch**, the Real Estate Department presented their recommendations for the 2017 Rental Housing Tax Credits (RHTC) Awards. The **RHTC program** is highly competitive, with 62 applications received in November 2016 requesting just over \$50.6 million in federal rental housing tax credits and \$23.2 million in supplemental IHCD funding. Of the 62 applications received 16 projects were selected, representing a combined \$13.9 million in RHTCs and \$5.8 million additional funding from the Development Fund, HOME and Housing Trust Fund. The selected projects will provide over 700 additional units of affordable housing options for residents throughout Indiana.

What is RHTC?

The **Indiana Housing and Community Development Authority (IHCD)** is empowered to act as the housing credit agency for the State to administer, operate, and manage the allocation of the Internal Revenue Service Section 42 **Low-Income Housing Tax Credit (LIHTC)** program, also known as the Rental Housing Tax Credits (RHTC). The purpose of the RHTC is to incentivize private developers and investors to provide more affordable rental housing options. This is done through new construction, adaptive reuse and rehabilitation of existing structures.



“

These awards are an important step in meeting the affordable housing needs in our state. I am especially pleased by the geographical diversity and wide range of needs these 16 new projects will address across 12 Indiana counties.

- Lt. Governor Crouch

”



Aurora View

Valparaiso (Porter County)

Rehabilitation of an existing 15 unit HUD-assisted property and the new construction of 8 Integrated Supportive Housing units. Porter-Starke Services was awarded \$497,342 RHTCs and \$635,000 in Housing Trust Fund funding.



Biggs GC

Bloomfield and Linton (Greene County)

Rehabilitation of 24 one-bedroom units located in a senior apartment community in Bloomfield and the new construction of 8 new scattered site homes in Linton. Biggs TC Development was awarded \$372,938 in RHTCs.



Biggs Housing Opps

Decatur and Fort Wayne (Adams and Allen Counties)

Consists of the adaptive reuse of the historic Music House in downtown Decatur into 16 affordable artists' lofts apartments, the rehabilitation of 48 existing Rural Development units in Decatur and the new construction of 25 single family lease purchase homes in Fort Wayne. Biggs TC Development was awarded \$1,180,444 RHTCs.



Broadway Flats

Greenfield (Hancock County)

Construction of two new two-story buildings, creating 54 units of affordable housing targeting artists and creative entrepreneurs. Development Services, Inc. was awarded \$760,000 RHTCs.



Campaign Quarters

Rushville (Rush County)

Adaptive reuse of two historic buildings creating 26 units of affordable rental housing. The Southern Indiana Housing and Community Development Corporation was awarded \$844,661 RHTCs and \$200,000 HOME funding.



Carpenter Court Apartments

Evansville (Vanderburgh County)

Adaptive reuse of the former St. Joseph Catholic School building into a 45-unit apartment complex. Pioneer Development Services was awarded \$709,409 RHTCs.



Corydon School Senior Lofts

Corydon (Harrison County)

Adaptive reuse of the local historic school into 25 units and the new construction of 20 units on the same site. Advantix Development Corporation was awarded \$810,000 RHTCs, \$500,000 Development Fund funding and \$400,000 in HOME funding.



Fourteen91 Lofts

Evansville (Vanderburgh County)

This project includes the adaptive reuse of a former school administration building that includes 36 units, new construction on the former GM site that includes 35 lease purchase townhomes and new construction on a vacant **Blight Elimination Program** (BEP) lot of a lease purchase single-family home. Commonwealth Development Corporation of America was awarded \$1,153,356 RHTCs and \$500,000 in Development Fund funding.



Garvin Lofts

Evansville (Vanderburgh County)

Adaptive reuse of a vacant warehouse creating 27 units of housing targeting chronically homeless individuals, including 7 units set aside for FUSE (frequent users system engagement) participants. ECHO Housing Corporation awarded \$512,021 RHTCs and \$810,000 in Housing Trust Fund funding.



IndyEast Homes

Indianapolis (Marion County)

Located within the HUD-designated Promise Zone, this project will have 36 units. It will include the preservation/rehabilitation of project-based Section 8 units (32 units), the demolition of blighted homes for the new construction of lease purchase single family homes (2 units) and the adaptive reuse of a blighted non-residential building (2 units). The John H. Boner Community Center was awarded \$585,165 RHTCs.



Kinley Court

Plainfield (Hendricks County)

The redevelopment of a greyfield lot and an underused property for the new construction of 64 units. Keller Development was awarded \$890,000 RHTCs.



Kyler Ridge

Churubusco (Whitley County)

New construction of a 35-unit multi-family senior housing development. Keller Development was awarded \$490,000 RHTCs.



Minnie Hartmann Center

Indianapolis (Marion County)

Adaptive reuse of the former Minnie Hartmann Elementary school and a new construction addition creating 64 affordable units for seniors. Near East Area Renewal was awarded \$1,046,000 RHTCs and \$500,000 Development Fund funding.



Oxford Integrated

Indianapolis (Marion County)

New construction of 39 units of affordable senior housing. 9 units will be designated for integrated supportive housing to seniors experiencing homelessness. Englewood Community Development Corporation was awarded \$557,814 RHTCs, \$490,000 Housing Trust Fund funding and \$500,000 in Development Fund funding.



The Fieldhouse Apartments

Anderson (Madison County)

New Construction of 44 units of permanent supportive housing. BWI, LLC was awarded \$1,083,424 RHTCs and \$765,000 in Housing Trust Fund funding.



The Lofts at Leeson's

Elwood (Madison County)

Mix of 23 units of new construction on BEP lots and 23 units of adaptive reuse located in the Leeson's building. New Hope Services was awarded \$699,200 RHTCs and \$500,000 in Development Fund funding.



a look at Corydon

By Chelsea Schneider, Municipal Innovations Specialist for Accelerate Indiana Municipalities

As part of Corydon’s Stellar Communities designation, a historic school building in town will undergo a transformation into affordable senior housing.

The project, called Corydon School Senior Lofts, will convert the former Corydon School building into 25 apartment units. An additional 20 apartments will be constructed on the hill behind the existing structure. For some future tenants, the development means they’ll soon live where they once attended elementary and junior high school.

The nostalgia makes the project special, said Andy Myszak, president of Myszak & Palmer, a Vincennes-based architecture and development firm. He recalled a site visit in Corydon where a resident was so excited about moving into his former school.

“He couldn’t wait for the project to be done. He wanted to move in and live there,” Myszak said. “It is very emotional and takes an existing building and converts it into high-quality affordable housing, but it also maintains a historic building in Corydon, which has a very historic past.”

Instead of tearing down the iconic building, the project will restore and rehabilitate it, he said.

The building most recently served as a Boys & Girls Club, which is moving to a new location near the town's YMCA.

Construction on the \$7 million senior-living project could begin as early as November, with a targeted completion date of 2018. The project benefited from low-income housing tax credits, historic tax credits, HOME funds and a development fund loan through the Indiana Housing and Community Development Authority. Advantix Development Corp. is serving as the co-developer on the project.

The Corydon School Senior Lofts project follows the town's recognition as a 2016 Stellar Community. Other projects include the renovation of two historic buildings, the Stonecipher Building and the J.J.

“

It really meant a lot to the community to rehab and save the old high school building.

– David Miller
CEO, Hoosier Uplands

”

Bulleit Building; trail development and facade improvements. Town leaders also are planning a mixed-use development at the site of the former Keller Manufacturing plant. The project where the furniture manufacturer once stood includes an event center, hotel and new housing units.

Community leaders partnering with developers to repurpose former school buildings as housing is a growing trend. In Paoli, Hoosier Uplands Economic Development Corp., led a project to convert an old school building into College Hill Apartments. The \$6 million development also benefited from Indiana Housing and Community Development Authority funding.

The project generated major community interest because the building that now contains 24 apartments once served as the high school. The project also saved the school's auditorium, with the space now

being used for community events. ▣





Paula Craig
Housing Services Director

PARTNER
HIGHLIGHT

Blue River Services, Inc.

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

Corydon’s **Blue River Services, Inc.** has been serving the needs of Southern Indiana for nearly sixty years. Founded by six families in 1959 with the mission of serving children with disabilities and special needs, as Blue River has grown, so has the scope of their impact. This past year, Blue River served 21,803 residents in 32 Southern Indiana counties, through service programs that address education, employment, housing, and personal development.

“One of the observations that lead to Blue River diversifying its services was noting that the factors that inhibit a person with special needs from achieving independence and self-sufficiency rarely exist in isolation,” said President/CEO Daniel Lowe. “That same person or family may also need child care, quality affordable housing, transportation to and from their job, nutrition counseling, etc. Over the years, Blue River has taken the concept of having multiple human service organizations under one roof and developed into an organization that serves the needs of our historical population of people with disabilities, while also serving the needs of the community as a whole.”

For the past fourteen years, Blue River’s Housing Services has been under the invaluable leadership of Paula Craig, a life-long resident of Harrison County. Craig, whose career included fourteen years at a locally owned Corydon bank, came to Blue River after taking a short hiatus to raise her adopted son.



Stepping Stone Permanent Housing tenant utilizing the Drivers Education training offered by BRS.

She began working in Blue River’s Fiscal Department, was the Executive Assistant to the CEO, and managed the Childcare Development Programs of Harrison and Washington Counties as Program Fiscal Manager, helping low income parents pay for the costs of childcare. In 2002, she took on the role of Blue River’s Housing Director where she has aided in the development of a variety of housing options for some of the most vulnerable populations of Southern Indiana.

“We made a conscious choice to serve as many individuals and families, at the lowest income levels, as was financially feasible for each development,” said Craig. “Over the past fourteen years, Blue River Services has developed multifamily housing, senior housing, transitional housing for domestic violence victims, permanent supportive housing for young homeless adults with disabilities, and a youth shelter to serve children in crisis.”



County Trace tenant working in her flower garden.

During her years of serving the many needs of Southern Indiana communities, Craig has developed an appreciation for how taking small measures can lead to real change, “Community development in small rural towns sometimes comes in small steps,” said Craig. “After the development of County Trace



County Trace Senior Apartments in Palmyra, Indiana, is the first LEED for Homes certified apartment building in the state.



Stepping Stone tenant with the car she purchased through the BRS Car Loan Program, which provides a limited number of dollars to purchase a reliable used vehicle for persons unable to apply for a conventional loan. The program provided through Blue River Employment Services offers training in car maintenance, choosing insurance and works with the tenant on payments to fit their budget.

Apartments—our senior property in Palmyra—the county library opened a library branch in Palmyra. The Town of Palmyra made improvements to its infrastructure, and secured grants to build a senior center and make a local park accessible to persons with disabilities.”

ever, whenever Paula Craig decides to take her well-earned retirement, she will be leaving her community an even better place than she found it. ▣

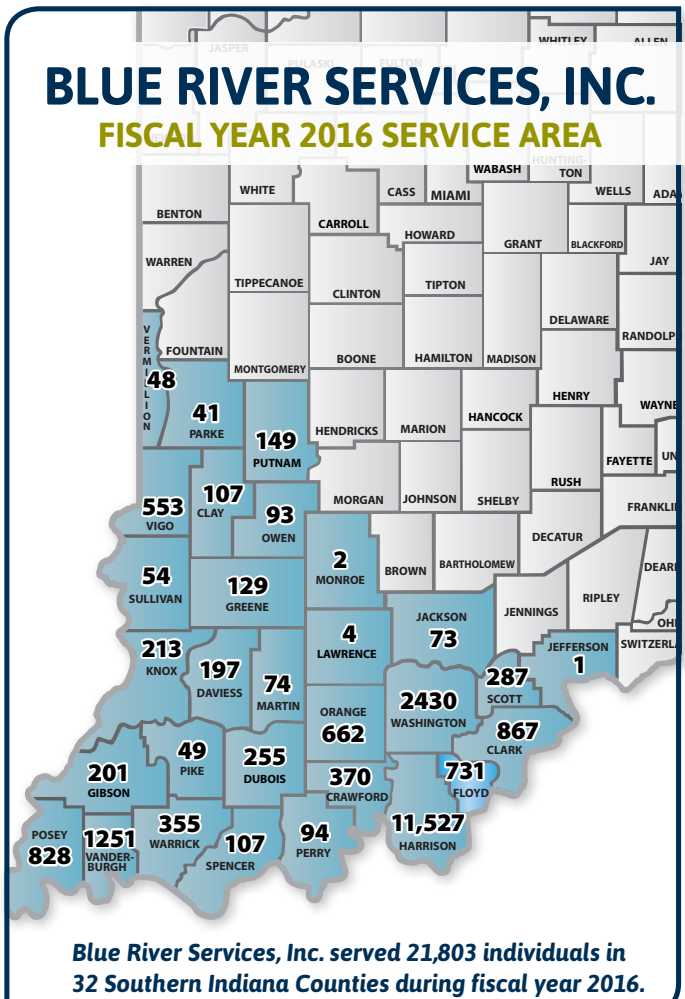
“

I've always enjoyed working with Paula! She's very passionate about the work that she does and is knowledgeable about all aspects of how to further the development of affordable housing in Southern Indiana.

*- Carmen Lethig
IHCDA Placemaking Manager*

Heading into 2017, Craig, who served on Corydon’s Stellar Communities developmental team, continues to apply her vision and leadership to help Blue River serve the housing needs of Southern Indiana. “My goal for this year is to complete Jackson Court, a new senior housing development in Salem, and to rehab the Harrison Center Apartments as a part of the Corydon Stellar project.”

“Long-term, my most important goal is to mentor Housing staff to assume the management operations of Blue River Services housing developments as I near retirement,” said Craig. Certainly anyone with whom she has worked and any of the many residents of Southern Indiana that she has helped hope that date isn’t in the near future. How-



Success Story

More than 100 volunteers gathered to help and support the Habitat for Humanity of Indiana on their 2017 Statehouse Build. The build, which was led by the Republican and Democratic caucuses, is believed to be the first event of its kind in the country.



Habitat for Humanity of Indiana is a State Support Organization (SSO) that supports 59 Habitat for Humanity affiliates throughout the state of Indiana through advocacy, training and resource development as well as disaster preparedness response and recovery.



Indiana General Assembly Builds a Home on the Statehouse Lawn

By Brad Meadows, Marketing & Communications Director

Indiana lawmakers joined Habitat for Humanity of Indiana on March 8th for a good cause. The House Republican and Democratic caucuses traditionally pick a charity to focus on each session. This year, they joined their Senate colleagues to support Habitat to build the frame of a house on the Statehouse lawn.

House Speaker Brian Bosma says that Habitat is about more than just building dwellings, though.

“It’s about educating people about how to own homes and providing financial training.”

House Minority Leader Scott Pelath says Habitat for Humanity also provides a boost to the volunteers that are put to work.

“In a way that’s physical, that’s hard, and that’s at times challenging and it ensures that at the end of the day they’re tired and they feel like they have done something very positive for their fellow citizens.”

Habitat had a goal to raise \$30,000 for its Statehouse project through **on-line donations**. These funds were needed to build the walls and transport them to their final address. Thanks to the generous support from a number of organizations and individuals, they raised more than \$50,000.

“It’s really a statewide event,” said Gina Leckron, President of Habitat for Humanity of Indiana. “While the home is being built in Indianapolis, the additional funding and tools collected will be shared throughout our 59 affiliates.”

The home, once completed, will provide a new home in Indianapolis for Ebony Duffy and her 8 year old daughter Kaliyah. Ebony, who works as a medical assistant at a health center, plans to attend nursing school in the near future. When Ebo-



Ebony Duffy shares a few words to the group of volunteers prior to the work getting underway alongside Habitat for Humanity of Indiana President Gina Leckron.



Volunteers from the Republican and Democratic caucuses, state employees and partnering organizations joined the Habitat for Humanity of Indiana and their affiliates during the 2017 Statehouse Build.

ny, Kaliyah and their dog Rocky move into their new home they will be the first homeowners in their family.

“Homeownership will be a major accomplishment for me,” said Duffy. “It will be a fresh start for a healthier lifestyle, stability, growth and security. I am looking forward to hanging up a picture of Kaliyah and cutting the ribbon on our new home.” ■



Mary Beth Wott and Jeff Whiting

COVER
STORY



More Than One Way to Wear a Hat

Mary Beth Wott, First Vice President, Community Investment Officer Federal Home Loan Bank of Indianapolis

By **Brian L. Philips**, Outreach and Communications Project Manager and
Emily Bair, Homeless Programs Administrator

*T*he cliché says it all...“actions speak louder than words.” It is not often you find someone with the level of commitment, modesty, and quiet determination as Mary Beth Wott.

Born and raised in Akron, Ohio, Mary Beth arrived in Indiana shortly after attending a high school youth gathering on Purdue University’s campus. Being there gave her the feeling that Purdue was a good fit for her and eventually decided to attend college in West Lafayette. She began her education as a Consumer Affairs major before switching to Management, which provided more of a challenge. Even then Mary Beth knew she wanted to work in Community Development, but it was not labeled that way 30+ years ago. Her natural talent and interest in math was noticed

by a professor affiliated with the **Federal Home Loan Bank of Indianapolis** (FHLBI). After graduation, she started her career there as a bank examiner. Two years after graduation, she married Tim Wott, an industrial engineer she met at Purdue.

While FHLBI serves a variety of partners and activities, the Community Investment Department is supported and funded from a 10% annual allocation of the bank’s profits. These funds are used to support their efforts in both Indiana and Michigan. In 2007, Mary Beth was selected to assist the department during the transition period. While only intended as a short-term stay, she soon realized a sense of joy and found working with the department staff very rewarding. Since grants are also real estate transactions, her background in credit and collateral management served as a good foundation for her new role. There is a special satisfaction in knowing that doing what you enjoy—in Mary Beth’s case, being a “nerdy numbers person”—can also do immeasurable good throughout the state and for your neighbors.

The Community Investment Department (CID) at FHLBI **offers several programs** and opportunities for member organizations to partner with other interested parties to address the mortgage market and further community development efforts in both Indiana and Michigan.



Left to Right: Rori Chaney, Trish Lewis, Mary Beth Wott,
Deron Streitenberger and Ronna Edwards



Mary Beth and members of the Indiana BoS CoC Board of Directors

The CID uses these four core principles to guide them in being the best they can be:

- The Community Investment Department illustrates the mission of the FHLBI...what we do is valuable!
- Our goal is to disburse our AHP allocation to quality requests and projects.
- We strive to provide excellent customer service, operate efficiently and be proactive.
- In the end, people are helped and communities are assisted.

It didn't take much time on the job in Community Investment to realize that there was more to be learned. Through attending affordable housing ribbon cuttings and speaking with tenants, Mary Beth knew she wanted to be even more involved and reach new segments of the community.

In 2010, the **Indiana Balance of State Continuum of Care** (BoS CoC)—a group of nonprofits, faith-based organizations, local government, and state government agencies involved in making homelessness rare, brief, and non-recurring—was developing a formal board of directors. Given her knowledge of the non-profits involved and the

various communities among the Balance of State's 90 counties, Mary Beth was asked to join the board. In 2016, she was elected as the Chair.

Mary Beth is also the current Board Chair for the **Coalition for Homelessness Intervention and Prevention** (CHIP), a non-profit in Indianapolis working to raise awareness and advocate for individuals and families experiencing homelessness. Looking ahead, Mary Beth and the Executive Committee of the BoS board are looking at what is needed to make Indiana the best it can be. She is also helping the CID team strategize and work with

“

I am using my business, financial and organizational skills to help the organizations advance their goals. The service providers on these Boards know what does and does not work in practice and hopefully I am helping keep us organized and on track.

– Mary Beth Wott, First Vice President,
Community Investment Officer
Federal Home Loan Bank of Indianapolis

IT to automate the grant process and increase information security.

As a strong advocate and active partner, Mary Beth also credits the Indiana Permanent Supportive Housing Institute with having helped non-profits better prepare for competitive funding applications, such as the **Affordable Housing Program**, (AHP) through an intentional learning and teamwork design.

Mary Beth shares a belief that Indiana has great partnerships and the importance of these partnerships will only grow during these uncertain times as we face possible reductions in funding sources for affordable housing. She stresses the importance of continuing to listen to each other and working together to balance the types of affordable housing units available with the needs of our residents who are homeless or housing cost burdened.

While inquiring about some “outside the box” things, we have also learned that Mary Beth received an achievement award from the *Wall Street Journal* in 1986, which went to the top business student within a long list of universities; not surprising, since she was a “straight A” student at Purdue.

We also learned about her experience and love for singing. It is interesting to discover that taking vocal training in high school has been extremely helpful to her in public speaking roles. The singing has taken a back seat and been replaced by a focus towards getting her young adult children through college and launched in their careers, which she admits is one of the hardest things she has ever done.



Mary Beth with 2016 Community Spirit Award Winner, Bob Hickman - Executive VP and Chief Credit Officer, Community First Bank (Komomo)

“

Mary Beth has been instrumental in affordable housing finance at the FHLBI for many years. She has shown a deep passion about the problem of homelessness by serving on both the Indiana Balance of State Continuum of Care and Coalition for Homelessness Intervention and Prevention boards. In this capacity she has brought together her expertise in affordable housing finance with an understanding of the need to serve our most vulnerable neighbors.

– Donna Billiard Wright
Chief Community Programs Officer
IHCD

As a parent, she wants them to enjoy their work as much as she does. Mary Beth still looks forward to arriving to work each day and doing the best she can to help her amazing team accomplish their goals, just as she did her first day on the job.

Despite the tremendous responsibility of her job, being the Chair for two Boards of Directors, and mother of two sons, Mary Beth is able to consistently remain composed and move forward with the task at hand. What might be the key to accomplishing this much while keeping everything balanced? A strong support system, at home and work, reading books, Pilates, and finding a creative outlet in making her own holiday cards. As professionals, parents, and the other many hats we wear daily inside and outside of our careers, it is important to take some time to think, breathe, and relax. ▣

A circular graphic with a dark blue background and a white border. Inside, a white sign with a dark blue cross shape has the words "FOR RENT" written in dark blue capital letters.

Fair Housing Month: Remember to Post Your Rental Properties

By **Derick Brady & Greg Stocking**, Housing Choice Voucher (HCV) Program

Landlords and owners of rental properties are an essential partner in our efforts to provide decent, safe, and affordable housing to low-income households throughout Indiana. There are resources available to enhance owners' abilities to advertise units to a broader range of potential renters. Website databases such as **GoSection 8**, **Indiana Housing Now**, and **Social Serve** provide many benefits to owners:

Benefits of Listing Properties

- Only takes minutes to post and manage listings for free.
- Listings can include pictures, maps, and information about nearby amenities.
- Add your units to a growing inventory of searchable apartments.
- Primary resource recommended to families searching for units.
- Leads sent directly to inbox.
- Accessible at no cost online 24 hours a day.
- Promote fair housing and the equal opportunity for very low-income families of all ethnic backgrounds to experience freedom of housing choice.

In honor of National Fair Housing Month this April, remember to post all of your rental properties to ensure equal access and enjoyment. ▣

An illustration of four small, single-story houses with red roofs and white walls, set on a green hillside under a blue sky with a yellow sun and white clouds.

 **GoSection8.com**

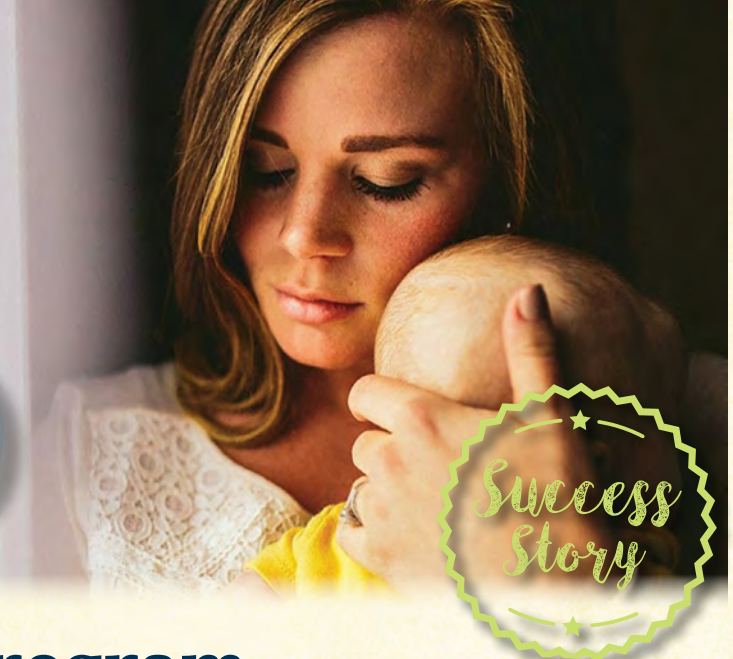
www.IndianaHousingNow.org

socialserve.com by **emphasys**

GoSection 8, Indiana Housing Now and Social Serve are three databases in which to list available rental properties in Indiana.

Did you know?

During the 2015-16 Winter Assistance period that ended on May 13, 2016, a total of 103,200 Hoosier households were served and received an average benefit of \$300.



Success Story

Energy Assistance Program Keeping Hoosiers Warm Statewide

By **Brad Meadows**, Marketing & Communications Director

The **Low-Income Home Energy Assistance Program** (LI-HEAP) is a non-competitive, federally funded block grant offered through the **U.S. Department of Health and Human Services** (HHS). In Indiana, IH-CDA receives this allocation from HHS and with it provides energy assistance to thousands of Hoosier households each year.

The program is implemented through Local Service Providers (LSPs) with outreach offices in every county across the state. These agencies work directly with clients to provide intake, application processing and utility vendor payments.



While many individuals receiving this assistance are very grateful, they are reluctant to share their picture and personal details according to Elaine Zelder, Manager of Family Services at the **Area V Agency on Aging & Community Services, Inc.**

“We don’t have many clients that would be ok with their picture and personal detail printed,” said Zelder.

“But, we do have some that have written us heart felt notes of appreciation.”

These notes and letters provide a constant reminder and source of encouragement for the staff at Area V. It serves as satisfaction and pride knowing the work they are doing is for the greater good of the community.

“Personal notes from our clients, along with voicemails received, help fuel the staff and me during the heat of EAP application processing and disconnects,” added Zelder. “When a challenging client or situation evolves, we remember the gratitude shared by others to help push us through.”

Despite the light winter, the work of our **2016-17 LIHEAP LSPs** like Area V should not go unnoticed. Thanks to their efforts, over 100,000 Hoosier families stayed warm this winter. ▣

“Thank you so much for the Energy assistance. It makes my life a whole lot easier.”

– Marjorie
(Provided by the Area Five Agency on Aging & Community Services, Inc.)

“Thank you so much for helping me with my utility bills. It was a big help. Again this winter I applied for help and was approved. Thank you. It is nice of you people to help me. I am a senior on social security and Logansport is an expensive place to live.”

– Barbara
(Provided by the Area Five Agency on Aging & Community Services, Inc.)

360% in Jasper: Take a Look Around With Mayor Seitz

By **Brian Philps**, Outreach and Communications Project Manager

In all of my travels around the State I have had the pleasure of meeting several pioneers, town leaders, and the overall “movers and shakers” of some of Indiana’s smallest and proudest communities. My recent travels took me down to Dubois County to see Mayor Terry Seitz and his staff to learn more about what the buzz is down in Jasper, Indiana. To understand the future of something it is important to understand the history. I had an opportunity to speak with Mayor Seitz and now have a great feel for where they have been and where they are going.

History of Jasper

With a rich German history, Jasper begins with English-speaking Protestants and continues with the diverse culture present today. The earliest local settlers were primarily from the Kentucky-Tennessee area setting up homesteads where an old Native American Indian trail crossed a natural ford in the Patoka River. Among them were the Enlows, who operated the first grist mill and were former neighbors of Abraham Lincoln’s family in Kentucky. In 1830 the Dubois County seat was moved to the newly-platted

town of Jasper. Eleanor Enlow is credited with naming the town, selecting a passage from the Bible (Revelations 21:19) “...and the foundations of the wall of the city were adorned with all manner of precious stones . . . the first foundation was of Jasper.”

German Catholic immigrants, primarily from the Waghurst, Baden area began settling in Jasper in 1836. Two years later a Roman Catholic missionary priest from Croatia, Fr. Joseph Kundek, arrived and Jasper’s future took a fundamental turn. He established St. Joseph’s Parish and immediately began to encourage more and more German immigrants to come including a large contingent from the small Baden village of Pfaffenweiler, which today is their Sister City. Construction of the current, iconic St. Joseph Church, which dominates the skyline of Jasper, was started in 1867 and continued until the completion of the tower and steeple in 1904.

From humble beginnings as a small village Jasper grew into an incorporated town in 1866 and then formally became a city in 1915. Today Jasper is reaping many of the rewards of the contributions made by our ancestors as we continue to be a leading Indiana city and a city of leaders.



Jasper Lofts



Vine Street Lofts



Community leaders and residents gather for “Demolition Day” in Jasper.



Development History of Jasper

Jasper is the center of commerce for a multi-county region of Southern Indiana with history of entrepreneurship and growth along with the concept that there’s no better key to success than to be around similar people and companies. With a workforce exceeding the population, they will soon have more options for housing to meet the expanding workforce. Primary Jasper commerce includes:

MANUFACTURING

Includes office, hospitality, home and institutional furnishings, electronics, elastomers, engines, and drive trains. The heritage industry is led by the nation’s first desk company founded in 1876—Jasper Desk, which is still in operation today.

DISTRIBUTION/LOGISTICS

Founded upon getting manufactured products to market. Growth includes several online and catalog distribution companies. All are able to reach 80% of the United States in less than a day via fleet services.

MEDICAL

Home to Memorial Hospital & Health Care Center, employing more than 1,700 staff, providing primary, specialty, and emergency services.



Jasper Cultural Center



Parklands



Chad Hurm
Jasper City Engineer



Darla Blazey
Director of Jasper
Community Development & Planning



Jane Hendrickson
Boxer Girl, LLC



Juanita Boehm
Jasper Clerk-
Treasurer



Lisa Gehlhausen
Executive Director of
Indiana 15 Regional
Planning Commission



Renee Kabrick
Jasper City
Attorney

RETAIL

Rooted in local ownership, Jasper delivers shopping, dining, and entertainment to residents and the workforce it supports. Currently, there are three new lodging properties under development and a fourth hotel adding more rooms.

investment and 400 jobs from local companies since. The abatement ordinance also was parlayed into public-private-philanthropic partnerships (P4's) which led to repurposing those former factories. The IHEDA became one of our partners with tax credits for Jasper Lofts—a workforce housing development by Cincinnati-based Miller Valentine as well as Vine Street Lofts—a senior housing development by the same company.

Q&A with Mayor Seitz

BRIAN: *What have you built up on from previous leadership in Jasper and what was your vision when you decided to seek office?*



MAYOR SEITZ: *I ran for public office with the stated purpose of making a good city a great one by focusing on municipal economic development leadership in three phases: Visioning, Planning and Implementing. The vision was to have municipal government leading economic development rather than simply assuming it would organically occur or to only participate in something originated by others.*

Our 2010 Comprehensive Plan called for a focus on infill, downtown housing and riverfront improvements. From that we proceeded with a specific Downtown/Riverfront Master Plan in 2013. We identified hundreds of thousands of square feet of industrial property in or near downtown as unused or underutilized, and promoted Downtown connectivity and arts in the public realm. It should be noted Jasper has the only municipally-funded Arts Department in the State of Indiana, on equal footing with our Street, Fire, Police and Parks Departments.

Up to 2012 Jasper relied solely on new investments from our private sector for economic development and with a challenging marketplace, we had experienced only one new corporate construction project in the preceding decade. We began opening new doors with the adoption of our first tax abatement ordinance leading to \$68M of new

In the early part of the century a not-for-profit organization called Redevelop Old Jasper Action Coalition (ROJAC) began activating the Patoka Riverfront where Jasper was founded. ROJAC proposed ideas to the city, helped with design and funding and built the 2-mile Jasper Riverwalk, an events plaza, a to-scale Train Depot and a functioning City Mill similar to those in place when the city was named. An operating train and passenger cars were acquired from nearby Crane Naval Weapons Center and refurbished into the Spirit of Jasper Luxury Excursion Train which operates June through October by the city (spiritofjasper.com). Only Jasper Cabinet Company remained in this area and it was an old, abandoned factory. In anticipation of future opportunities, we worked with IHEDA to offer voluntary buyouts of several properties adjacent to this factory under a federal flood mitigation grant.

Our next step was to establish our first Tax Increment Financing (TIF) area. In doing so, it opened more doors for redevelopment, specifically in the area along the river. Along the way, we also reached out to the Jasper Public Library during their search for a new library site and asked if they would join Jasper Arts at a downtown industrial site across the street from River Centre to share in what is now called the Jasper Cultural Center which will be a one-of-a-kind center for education, entertainment, creating and gathering for all citizens. IEDC tax credits were dedicated to the proposed project in December, 2015, a referendum for the library funding of the Jasper Cultural Center passed in November, 2016, and the Jasper Common Council will be completing a bonding decision for its portion very soon.

As a sign of support for what is happening in Jasper, a community fundraising campaign called Jasper LEADS (Library Enrichment Arts Downtown) was created in 2016 and has since raised \$4.5M from citizens and businesses towards this project and restoration of The Astra Theater on our Downtown Square.

BRIAN: *We have had many discussions about the River Centre; what is it and is it the anchor of your vision of Jasper?*



MAYOR SEITZ: *With the first-ever Tax Increment Financing (TIF), the mitigated area, and several riverfront projects along the river, a developer took interest and announced River Centre in October, 2015 which is a \$30M mixed used*

property with hotel, apartments and commercial space in that old, dilapidated factory. Demolition and preparation for construction began February 10, 2017 with completion expected sometime in 2018. Work will also entail the building of a street, riverbank stabilization, a Riverwalk extension and more. It is truly a capstone project, not only for the Jasper's future, but also in recognition of the work which ROJAC has done.

BRIAN: *The Future – what else is in store and where do you see Jasper in the next 5-10 years?*



MAYOR SEITZ: *Jasper is currently undergoing a city-wide fiber optics build-out in cooperation with Smithville Fiber. This represents a \$7 million private investment by Smithville without using any*

tax monies. With a major shift in our technology, this enables us to set the pace for business expansion which is matched by a great variety of housing options and updated infrastructure. In addition to the new development in Downtown Jasper, Patoka Riverfront with River Centre, the Astra and the Jasper Cultural Center, we also have under construction, The Parklands of Jasper, a 75-acre managed meadows park in our central city core.

As the employment, healthcare, entertainment and shopping destination for 8 counties in Southwest Central Indiana, Jasper is a true regional city. Through strong vision, thorough planning, and collaborative partnerships we are attracting investments which will sustain our current level of economic prowess and give us resources for future growth. I believe our best days are still ahead.

Moving Forward

Directly and/or indirectly, IHEDA is seeing the progress. We were recently invited down to join the community for Demolition Day in Jasper where the old Jasper Cabinet company building began to take shape for the future. In knocking down an obstacle, they are opening up many doors for what is to come. Clearing sites for future hotels, housing using Rental Housing Tax Credits, continued business development/expansion, and leadership that can absorb the voices of the community and bring it to life makes for a really bright outlook in Southern Indiana. If you look close enough you will see the highlights of small town Hoosiers creating and building upon big ideas. More than corn in Jasper; just ask the Mayor! He will definitely let you know "what's cooking" in Dubois County. 🟩



Mayor Seitz carrying debris



Placemaking Indiana: The CreatING Places Program

By **Carmen Lethig**, AICP
IHCDA Placemaking Manager

CreatING Places

Placemaking Indiana is about promoting place-based community development and planning strategies that foster places where people want to live, work and play. One of the ways we're doing that is through our CreatING Places program. It is a partnership with Patronicity that combines donation and reward-based crowdfunding with IHCDA grant dollars to implement placemaking projects in public spaces.

The program launched in the fall of 2016 when our first project, the Wabash Riverfront Plaza, went live for raising funds. They raised a total of \$82,659 for the project that will transform an unused space on the riverfront in Wabash, IN into a destination for people to meet, participate in outdoor recreation activities and to view the river. The campaign raised about \$32,000 over their crowdfunding goal and IHCDA matched their goal with \$50,000.

CreatING Places boasts three other successful projects and one whose campaign is currently raising funds as of the date of this writing. The funding is obviously important but the program itself is a boon for this type of community and economic development. While there are a few

**[LOVE WHERE
YOU LIVE!]**

Placemaking is an ongoing, collaborative process that fosters a greater sense of place within a community. It capitalizes on the strengths of an area to create worthwhile places where people of all ages and abilities can live, work and play.



Tyler Karst of Wabash Marketplace, Inc. holds a sign in late February that shows the completed project while construction begins in the background.

Photo courtesy Carmen Lethig @ placemakingindiana on Instagram.

other local programs that allow for the funding of place-enhancing projects such as street-scape, public plaza and trail elements, alley activations, event implementation, public wi-fi, and place branding, this program is unique in its operation. CreatINg Places is intended to be flexible, to truly engage the public and to celebrate what is unique about your community.

For more information check out the CreatINg Places page on Patronicity's website [here](#).

This year we're partnering our CreatINg Places program with the Stellar Communities program! 2017 Stellar Community finalists will have the option of working with Patronicity to raise funds for Lighter, Quicker, Cheaper (LQC) projects. LQC projects are low-cost, high-impact and showcase a unique attribute of the community, engage the com-

CREATING PLACES



munity, and visualize the effects of a more time/cost-intensive project. For the finalist communities the projects will cost less than \$5,000 total.

Do you love where you live?

At Placemaking Indiana we hope to spark ideas and make connections so that Indiana communities can do this work together. If you love where you live, then tell me! This spring and summer I would like to feature your community, a community member/organization or a particular project that contributes to the reasons that make your community loved. Send me an email so I can come visit and learn more about your placemaking efforts at clethig@ihcda.in.gov. 📧



The grand opening of Joe on the Go in May of 2016.

Joe on the Go: Serving up Coffee and Opportunity

By **Teresa Turner**, Public Relations & Advocacy Manager

In May of 2016, **Community and Family Services** (CFS) opened a coffee shop in a trailer next to the building where the new CFS central office will be located in Portland, IN. The coffee shop, “Joe on the Go”, was supported by an Innovative Grant through IHCD’s CSBG program. The goal of the project was to address the need for further employment training for CFS clients to increase their marketability to employers and relieve the need for public services to those clients.

CFS hired four clients to work as baristas at the coffee shop and partnered with John Jay Learning Center in Portland to enroll the clients/baristas in an educational program. The baristas earned a living wage while also having the expectation of furthering their education. Workers received a stipend that was used to match their hourly wage for each credit hour (up to 6) that they were in class each week, and a stipend for travel and day-care services while they were in school.

Since Joe on the Go opened in May, nearly 10,000 customer transactions have been completed by four baristas, one coffee shop manager, and three high school students who worked the cash register. Two of their employees

earned ServeSafe certification. Joe on the Go was just recognized by the Jay County Chamber of Commerce as a finalist for Innovative Business of the Year. More importantly, the program will celebrate its first college graduate in May when one of the baristas finishes her degree as a medical assistant.

The coffee shop will be relocating to the CFS central office once renovations there are completed. The mobile coffee trailer will then function as a test site for other communities as CFS begins to expand its operation. CFS is currently developing its second coffee shop in Upland, IN next door to the famed Ivanhoe’s Restaurant.

Scott J. Blakely, Associate Executive Director of Community & Family Services, Inc., said, “Joe on the Go has made a huge impact in the community of Jay County.

We have not only served a great product, but more importantly, we have made an impact on some of our clients who have come alongside us working as our baristas. We believe that what we are doing for them is truly meeting the mission statement for Community & Family Services, of ‘Empowering People to Improve.’” Stacey Penrod, one of the clients who was hired as a barista couldn’t agree more. “It’s such a blessing. It changed my life.” ■

*It’s such a blessing.
It changed my life.*

– **Stacey Penrod, Barista**

2016 Annual Report: Delivering Statewide Results

By **Brad Meadows**
Marketing and Communications Director

We are proud of our status as a quasi-public financially self-sufficient statewide government agency.

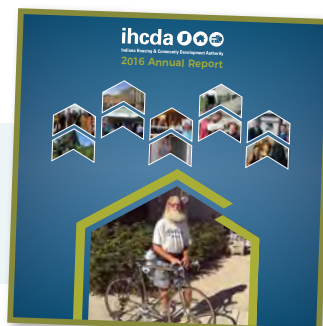
With your help, we were able to make an extraordinary statewide impact in 2016 by providing housing opportunities, promoting self-sufficiency and strengthening communities.

Here are a few highlights:

- Provided over \$8.3 million in Next Home Down Payment Assistance (DPA)
- Maintained AAA and AAa ratings by Fitch and Moody's
- Made commitments to provide financing for the creation or preservation of 3,142 affordable rental units
- Opened 852 Individual Development Accounts (IDA)
- Provided 1,853 homeowners mortgage payment assistance through the Hardest Hit Fund (HHF)
- Over 2,000 households weatherized achieving an average energy savings of 24%
- More than 100,000 households provided with energy assistance
- A 39% decrease in families identified as chronically homeless

On behalf of the Board of Directors and the staff, thank you for your interest and support. IHCDA strives to consistently exceed your expectations. Please join us as we look back at a very exciting 2016. ▣

[Click here to view the 2016 Annual Report.](#)



Developing Our 2017-2020 IHCDA Strategic Plan

By **Brad Meadows**,
Marketing and Communications Director

A strategic plan is essential to determine the direction and allocation of resources. Historically, these plans have also included mechanisms, goals and objectives needed to fully achieve the desired strategy.

Despite the impact these plans have over corporation stakeholders, traditionally, plans are developed without much participation and collaboration. In many instances it involves company leadership getting in a room and putting together what they feel "success" looks like.

Not at IHCDA. It was important for us not only to consider our stakeholders throughout the process, but to engage them every step of the way. We did this through several listening sessions in which we asked our staff and stakeholders to help us define the path.

Thanks to your feedback, and assistance from **Thomas P. Miller and Associates**, we are primed to make an extraordinary impact towards creating an Indiana with a sustainable quality of life for all Hoosiers in the community of their choice. ▣



Updates on Our VISTA Alumni

Living the Vista mission today

Since 2011, IHCD has been fortunate to host twelve members of Volunteers in Service to America (VISTA), who have worked in IHCD's Real Estate, Community Programs, Community Services, Asset Preservation and Research & Innovation Departments to help IHCD and its partners build capacity. Devoting a year of their lives to service and earning a wage below Federal Poverty Guidelines, VISTA members work with us and our partners to help us more effectively serve households and persons experiencing poverty.

For IHCD, VISTA accomplishes two goals. Of course, VISTA brings talented and committed people to IHCD who help us craft responses to some of our most critical challenges in serving the most vulnerable Hoosiers. But maybe just as importantly, VISTA gives those men and women the opportunity to engage in and learn about community development firsthand. We recently tracked down several IHCD VISTA alumni to find out how their experience influenced their lives after they completed their terms of service.

Bethany (Dusseau) Oestrich



Bethany (Dusseau) Oestrich was one of our first VISTA members (2011-2012) provided to IHCD through Indiana University's SPEA VISTA Fellow program. As Bethany notes, she may have the most non-traditional post-VISTA story. Following her tenure at IHCD, Bethany moved to Baltimore to pursue a Masters in Social Work and served as a clinical intern at an Elementary/Middle School at which roughly 96% of the

students qualified for free/reduced lunch. Along the way, she volunteered with the Baltimore Humane Society, and eventually took a job with the Society as an Animal Care Technician. Since then, she has held a range of positions in Humane Society Chapters in Baltimore and Indianapolis, now serving as Community Cat Program Manager at the Humane Society of Indianapolis.

**VISTA gives those men
and women the opportunity
to engage in and learn
about community
development firsthand.**

Celia (Wang) Ringle



Celia (Wang) Ringle, another SPEA VISTA Fellow from 2011-2012, worked with the executive team and the Housing Choice Operations Department as well as the Indiana Civil Rights Commission to develop mechanisms to help Housing Choice Voucher holders learn about the advantages of choosing housing in neighborhoods of opportunity. Following her VISTA tenure, Celia moved to Washington D.C. to serve as an associate with Grant Thornton; in that capacity, she worked with the National Science Foundation to help them improve internal

controls. After two years in D.C., she returned to Indiana and now works as a Portfolio Analyst for IHCD, again leveraging her skills and experience to help our partners build their own strong systems.

Beth Neville



Beth Neville, a VISTA member with the Real Estate Department from 2013 to 2014, kicked off My Community/My Vision and helped us implement our Aging in Place Strategic Priority. She tells us how her VISTA work with IHCD helped her explore the career she is currently pursuing:

“I’ll be completing my Master’s degree in Urban Planning from Ball State in May [2017]. I first learned about the planning profession as a senior in college, so I wanted time to explore the field before investing in graduate school. I spent my first year of VISTA with a non-profit affordable housing developer in Columbus, Ohio working on economic development issues. After that first year, I was interested in learning about the policy side of housing and decided to spend my second year of VISTA with IHCD.”

I cannot over-emphasize how important my VISTA experience with IHCD has been in shaping my graduate school studies. My capstone project (essentially a mini-thesis) explores the QAPs from state HFAs that have been the most successful at getting LIHTC housing into large, affluent communities. Without my VISTA experience, I never would have had the opportunity to learn so much about the affordable housing industry (and certainly would not have such a specific capstone project!). As a native of St. Louis, I have always been interested in issues of racial and economic segregation, but VISTA introduced me to the tools that can be used to actually do something about these issues.”

Caitlyn Evans



Caitlyn Evans was a VISTA member with IHCD from 2014-2015 working with the Research & Innovation team. During her tenure here, she helped build the communication capacity of the Indiana Balance of State Continuum of Care Board

of Directors, implementing several tools that the Board still uses today, including a dedicated website (www.indianabos.org).

As she tells us:

“After VISTA, the job I had lined up at a small non-profit in my home town completely fell through when their board voted to dissolve the organization. This took the two other ladies who worked there and me by surprise, so we pulled up our bootstraps and in 3 months founded our own non-profit to address the need in our community.”

IHCD is proud of our VISTA alumni and happy to note how we have ignited (or further stoked) the passions of so many of them to “do something about it.”

“Our organization is called More Than Conquerors, and we provide free, faith-based after school care and host other free community events for local families. We officially began in February 2016 and have only been growing since. We are still building a donor base, but we are always blown away by the support of the families and our community (and if there’s one thing VISTA taught me, it’s how to live on a small budget). My time as a VISTA member also allowed me to experiment with skills that I now use as the Director of Administration and Design. Rodney Stockment, Caitlyn’s VISTA Supervisor at IHCD, allowed me to work and test communication tactics that were new to me with [the Indiana Balance of State] Continuum of Care and I took everything I learned with me here. If you want to check it out you can visit weareconquering.com—which is a site I was able to design due to my experience at IHCD.”

Veronica Watson



Veronica Watson, a VISTA member with the Real Estate Department from 2015-2016, worked with Placemaking Manager Carmen Lethig to plan and implement a range of Placemaking efforts, including due diligence and implementation of innovative approaches to helping the residents and businesses of Indiana small towns make their communities places where people love to live, work, visit, and play. Veronica has stayed in the field, leveraging her VISTA experience and passion into a position with Patronicity, a crowdfunding/crowdgranting platform that directly connects donors with worthy projects throughout the country. As Director of Indiana Operations, Veronica still works with IHCDAs to implement IHCDAs own crowdgranting program.

As she notes:

“I’m loving my work with Patronicity and how it’s allowing me to continue working with IHCDAs. Assisting Carmen Lethig with the start of Placemaking Indiana was a great experience during my VISTA term, and I’m so grateful for the opportunity to build on that experience through my work with the CreatINg Places program.”

Zachary Gross



Zachary Gross, also a member of the 2015-2016 cohort, worked with the Research & Innovation team to continue to build the capacity of the Indiana Balance of State Continuum of Care Board of Directors. He is currently working with the Coalition for Homelessness Intervention and Prevention, based in Indianapolis, as the Continuum of Care Manager. In that capacity, he has the opportunity to apply the skills and creativity he brought to the Balance of State board to help the Indianapolis Continuum make homelessness rare, short-lived and recoverable.

Our VISTA alumni have followed a wide range of paths after their VISTA experience, but the majority of our volunteers (including Jeff Zongolowicz, who now works for the Indianapolis Housing Agency, and Ryan Hamlett, who became IHCDAs newest Real Estate Production Analyst after his tenure as IHCDAs second Placemaking VISTA member) have continued to offer their considerable skills and talents to the community development movement after their terms of service. In the Jesuit Volunteer Corps back in the

ancient era of the late 1980s, members who completed service called themselves “Ruined for Life” because they had experienced firsthand the intractable challenge of poverty and discovered through their year of service that they could (and in fact must) do something about it. IHCDAs is proud of our VISTA alumni and happy to note how we have ignited (or further stoked) the passions of so many of them to “do something about it.” ■

ihcda
Indiana Housing & Community Development Authority

ON LOCATION

AURASMA

Download the Aurasma App

This interactive experience allows users to experience the exhibit to the fullest extent. Download the free Aurasma application to your iOS or Android device. Just enter the word “Aurasma” into the search window in either the iTunes App Store or Google Play. After downloading, tap the app icon at the bottom, type Indiana Housing, tap “Indiana Housing Public Auras” and tap “Follow”.

COMPLIANCE

TIP

Annual Owner Certifications Required to be Submitted Online

January 31 has come and gone, which means Annual Owner Certifications have been submitted. The most recent deadline was a first for IHCDAs in that we were able to accept online submissions of the Owner Certifications. We did this while still allowing the option of submitting hard copy versions, in case there were any hiccups in the process. The end result was encouraging. IHCDAs will require all 2017 (Due January 31, 2018) Annual Owner Certifications to be submitted online. Please keep this in mind when updating your tenant events and preparing all of the documents throughout the year.



Tom Casalini Presents *'Portraits of the Human Spirit: A Sense of Place'*

In celebration of the 30-year anniversary of the Low-Income Housing Tax Credit (LIHTC) program IHEDA and the Indiana Affordable Housing Council (IAHC) commissioned world-renowned photographer Tom Casalini to work on a series of portraits. With support from writer Jason Smith, Casalini showcased his breathtaking gallery, entitled *Portraits of the Human Spirit: A Sense of Place*, during the Indiana Housing Conference.

"I've been doing black-and-white now for the past 20 years," he said. "I think the emotion is a little stronger in black and white, said Casalini. "They become timeless in a sense that we don't have to worry about fashion, we don't have to worry about color. It takes away visual distraction."

To find out more about the project, we traveled to Zionsville to meet with Tom at his gallery for the next in IHEDA's On Location series. ▣

“

I think the emotion is a little stronger in black and white. They become timeless in a sense that we don't have to worry about fashion, we don't have to worry about color. It takes away visual distraction.

- Tom Casalini
Photographer

”



[Click here to view the video.](#)

Indiana Housing Conference

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

SAVE THE DATE

GOLF

August 14th, 2017

GOLF CLUB OF INDIANA
LEBANON, IN

CONFERENCE

August 15th & 16th, 2017

JW MARRIOT
INDIANAPOLIS, IN

COST FOR CONFERENCE: \$325



“

MVP is important because it allows our partners the ability to provide feedback year round on ways that we can improve our processes. Submitting through MVP allows us to track all recommendations and look for trends in areas that need improved.

*- Matt Rayburn
Deputy Executive Director & Chief Real Estate*

”

My Voice Portal (MVP)

By **Rachel Woods**, Front Desk Coordinator

In the world of sports, an MVP is the team’s most valuable player, the one person on the team who stood out among the rest and changed the game for the better. At IHCDA, we have developed a way to recruit and identify the MVPs of our programs by providing a way for them to change our processes for the better. In November of 2016 we launched My Voice Portal, an online system for our partners to make suggestions and help IHCDA improve.

For the last few years, IHCDA staff has adopted the culture of Continuous Improvement, the idea that staff should be empowered to make improvements to their everyday processes. By launching MVP, we are empowering our partners to help us improve the processes and programs they deal with daily. This is important because our partners see things we may not see from our vantage point, and deal with different steps and setbacks from our own. By working hand in hand with our partners, we are hoping to see all aspects of our processes and make the necessary changes to make our programs efficient and successful.

Join us in making our agency better for you, and submit any of your thoughts to the webpage at <https://form.jotform.com/62634297469166>. According to Brad Meadows, every suggestion is important: “We encourage all types of suggestions—big or small—on ways that we can improve. Ultimately it is about customer service. We want our partners to have a positive experience when working with us and if there are changes we can make to a process or procedure—big or small—that is going to make their jobs a little easier we certainly want to know about it.” ▣



www.ihcda.in.gov