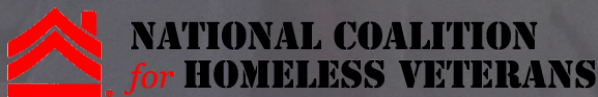




# 2017 Annual Report





**Providing hope, housing,  
and self-sufficiency; for all  
veterans and their families  
since 1993**

**HMAF Mascot Sarge and President &  
CEO Brian Copes hanging out at the 4th  
annual Operation Alpha. This year, we  
raised \$32,000, more than doubling last  
year's total!**

# HVAF OF INDIANA, INC.

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 964 North Pennsylvania Street  
Indianapolis, Indiana 46204

 317-951-0688

 hvaf@hvaf.org

 hvaf.org

@HVAFofIndiana



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## MESSAGE FROM **THE CHAIRMAN**

*Trent Sandifur*

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Dear HVAF supporters:

As HVAF celebrates 25 years of service to Hoosier veterans, the HVAF Board of Directors is filled with pride and gratitude for the outstanding results that veterans in need have achieved with the help of the total HVAF team of staff, management, directors, volunteers, donors, and community partners. The commitment the HVAF team has displayed over the last 25 years to our mission to house, support, and advocate for veterans and their families to help them achieve the best possible quality of life had made an incredible difference for thousands of Hoosier veterans.

In looking forward to 2018, the Board is excited for the HVAF team to start the process of achieving the four key goals in the

### **2018-2022 Strategic Plan:**

- 1. Tailor services to meet current and future veteran needs.***
- 2. Create a culture of performance excellence that attracts and retains motivated, talented, and engaged Directors, Staff, Volunteers, and other Partners.***
- 3. Increase brand and community awareness of HVAF.***
- 4. Expand and diversify revenue streams for HVAF.***

The achievement of these four broad goals will allow us to realize the HVAF vision of hope, housing, and self-sufficiency for all veterans and their families. On behalf of the HVAF's Board of Directors and as a veteran myself, I thank all who have helped homeless Hoosier veterans in their time of greatest need.

TRENT SANDIFUR, HVAF BOARD CHAIRMAN

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MESSAGE FROM  
**THE PRESIDENT & CEO**

*Brian Copes*

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**Dear HVAF supporters:**

As I reflect and remember while composing this narrative, I am sobered by the scope and scale of change in our agency since last year's report. I am **SO ENCOURAGED** by the patience, perseverance, resilience, and professionalism of our staff.

We deployed an updated Strategic Plan; endured a first-ever reduction-in-force, restructured our Grant and Per Diem (GPD) program; reorganized and relocated our Case Management and Maintenance teams, established our first-ever Permanent Supportive Housing (PSH) units; made major physical, procedural, and personnel changes in our Service Center operations; created our first-ever development (fund-raising) department; and refined the role and responsibilities of our Board of Directors.

We hosted visits from Senator Donnelly, Congressman Brooks, Congressman Banks and participated in veterans' round-tables with Senators Young and Donnelly. Mayor Hogsett chose our headquarters to announce a 20% reduction in veteran homelessness in Indianapolis. We received letters of support for our request to convert Moreau House from GPD to PSH from Congressman Carson, the Indiana Director of Veterans Affairs, the Director of the VA Medical Center, and many partner agencies.

HVAF continues to examine opportunities to better serve homeless veterans in our State, including expanded employment programs into non-urban areas, detox and recovery options for the opioid epidemic impacting all Hoosiers, and increased permanent supportive housing opportunities for veterans throughout Indiana.

The dedication, diligence, and passion displayed by our professional staff, our faithful volunteers, our generous donors, our loyal partners, and our engaged board members humbles and inspires me. I count it a blessing to work alongside such dedicated and passionate professionals every day, joined in common cause to support and encourage those who have served and sacrificed to protect our freedoms, our values, and our American way of life.

BRIAN COPES, HVAF PRESIDENT & CEO

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HVAF OF INDIANA, INC.

## PROGRAMS & SERVICES

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### *Rapid Rehousing*

- ~Short term rental & utility assistance
- ~For veterans and families currently homeless or facing eviction

### *Temporary Rehousing*

- ~Offered to 150+ veterans each night
- ~Includes intensive case management, employment and legal services

### *Employment Services*

- ~Three full-time employment specialists help veterans overcome barriers so they can obtain meaningful employment

### *Street Outreach*

- ~Provide food, clothing, and hygiene items to homeless veterans
- ~Travel to Indianapolis' homeless camps and build relationships with veterans

### *Vet to Vet*

- ~Group for homeless and at-risk veterans
- ~Meets weekly at HVAF

### *Food, Clothing & Hygiene Pantry*

- ~Gently used clothing and/or non-perishable food or hygiene items at HVAF
- ~Open Tuesdays & Thursdays 11:30 a.m. to 2:30 p.m.

## HVAF's 2017 Outcomes

We served

**1,390**

veterans through our  
programs and services

Our volunteers spent a  
total of

**8,800 hours**

working in our pantries  
and properties

**1,872**

veterans were  
provided with essential  
items through our food,  
clothing, and hygiene  
pantries

Our veterans were homeless  
for an average period of

**30 days**

from when they came to HVAF  
until we found housing for them

**70%**

of our veterans were  
moved into permanent  
housing to live out their  
self-sufficient life

The Point-in-Time Count  
revealed the Indianapolis  
homeless veteran population  
decreased by

**20%**

# HVAF CELEBRATES OF DEFINING

1993-  
2018

## 1993: The Indiana Far From Home Chapter is formed

Twenty five years ago, then 68-year-old Louise Loyd was retiring as President of the Indiana Women's Auxiliary. She received a call from the Auxiliary National President, Linda Boone, about wanting to start a chapter of the Far From Home Foundation- an organization that helped homeless veterans- in Indiana. The name would later change to Hoosier Veterans Assistance Foundation in 1997.



Far From Home President Stephen Peck (far left), Linda Boone, (center), and Louise Loyd (far right) helped start a chapter in Indiana.



Louise Loyd poses for a picture with the first veterans to live in one of HVAF's houses during the opening ceremony in 1995.

## 1995: HVAF opens its first home and serves its first veteran

For the next two years, Louise and others worked to find a home to open for veterans. She said it was difficult because many neighborhood associations were not open to the idea of housing homeless veterans. Finally, in 1995, they opened the Arlington house, which would later be changed to Lyter. This also marked the first time they were able to serve Indianapolis' veterans.



The late Don Moreau, Sr. served as HVAF's first CEO, beginning in 1997. This was one of the many ways he served Hoosier veterans.

## 1997: Don Moreau, Sr. is hired as HVAF's first CEO

As a three-time war veteran, with 28 years in the service and the title of full Colonel, the late Don Moreau, Sr. was the perfect choice for HVAF's first CEO. He ran the organization with his wife, Linda, by his side. One of his biggest initiatives included opening Carson Apartments.



# 25 YEARS MOMENTS

A look back on how HVAF has grown and changed— all while serving Indiana's homeless veteran population.

## 1998: Case management is made available to veterans

More grants from the government were being made available to HVAF, allowing the organization to hire case managers for the veterans. Since then, HVAF's case managers have helped veterans find housing, employment and self-sufficiency. The Loyd House, named after Louise Loyd, opened to all female veterans in 1998 as well. Three other houses would open the following year.



The Loyd House opened in 1998 for females only. The house was dedicated with a ceremony in 1999.



The dedication ceremony for Carson Apartments took place in 2000. Several political leaders, including then VA Secretary Anthony Principi, were in attendance.

## 2000: Carson Apartments open in Congresswoman's 'backyard'

According to Rick Schwartz, board member and one HVAF's founders, no one wanted homeless veterans living in their "backyard." But the late Julia Carson did just that. In 1999, HVAF received the grant to open apartments the congresswoman owned, right behind her home. The apartments officially opened the following year.

## 2001: R.E.S.T. opens and Charles Haenlein is hired as second CEO

As a way to help veterans struggling with alcohol and/or drug addiction, HVAF opened Residential & Employment Substance Abuse Treatment (R.E.S.T.). For the next 15 years, the program would help hundreds of veterans get clean from their addictions.

The same year, retired Command Sergeant Major, Dr. Charles (Chuck) Haenlein was hired as the second CEO for HVAF. He would go on to lead the organization for 14 years.



Charles Haenlein helped lead many initiatives for HVAF's veterans, including the opening of many properties and programs.

## HVAF's Defining Moments (2002-2007)

### 2002: The project to open Warman Houses begins

The process for opening up the Warman Houses was very significant as it was the largest property of houses for HVAF at the time, with 45 units. According to EVP Operations Ron Shelley, Warman was leased from the city of Indianapolis for \$1 per year, and former Mayor Greg Ballard signed a quitclaim deed and gave HVAF the properties.



The Warman properties, located off of Warman Avenue in Indianapolis, is made up of six houses, with 45 units total for veterans to live in.



In 2009, HVAF won United Way's Pacesetter Award for the largest increase in unrestricted giving. Pictured, from left to right: United Way's Angela Dabney, HVAF's Cindy Thomas, and former Board Chairman (current Board Member) Steve Benz.

### 2005: HVAF becomes a United Way agency

According to Louise Loyd, becoming a United Way agency can be very difficult, as most organizations are not accepted in the first round. Thanks to the efforts of EVP Programs and Services Cindy Thomas, HVAF was chosen in the first round. HVAF is still a United Way agency today.

With this partnership, HVAF receives funding from United Way every year for providing basic needs and financial stability for veterans.

### 2007: HVAF's offices move to Pennsylvania Street

After being headquartered on Michigan Street for many years, HVAF relocated to 964 N. Pennsylvania Street, where it resides today. The move to this location was necessary as it made room for HVAF's growing staff and was a better, centralized location for veterans. Today, the building not only serves as a workspace for the organization's 40+ employees, but it is also home to HVAF's food, clothing, and hygiene pantry. The pantry is open every Tuesday and Thursday for veterans in need of essential items.



HVAF Headquarters is located at 964 N. Pennsylvania Street, Indianapolis. Because of the growing staff and the need to be closer to veterans, HVAF moved here in 2007.

## HVAF's Defining Moments (2008-2016)

### 2008: The Moreau Apartments open for veterans

After Don Moreau, Sr. stepped down as HVAF CEO, he remained a huge supporter of the organization. Because of his efforts, HVAF now has an apartment complex named in honor of him. The apartments, which include 38 units, are open for male and female veterans.

At the dedication ceremony in 2008, the late former CEO addressed the HVAF staff and supporters in attendance, as well as participated in the ribbon cutting.



In 2008, a dedication ceremony, which included a ribbon cutting, was held for the opening of the Don W. Moreau, Sr. Apartments. Pictured, from right to left: Former HVAF CEO Charles Haenlein, Phil Thomas, former Board Chairman Steve Benz, Don Moreau, Sr., and case manager Rick Feuille.



The Manchester Apartments, connected to the main headquarters, opened in 2011 for male and female veterans.

### 2011: Manchester Apartments open for veterans

After many zoning meetings and lots of planning, the Manchester Apartments opened in 2011, thanks to the support of the St. Joseph Neighborhood Association. This property, connected to the HVAF Headquarters, has 51 units for male and female veterans to live in.

### 2016: Brian Copes is hired as HVAF's third CEO

Following Charles Haenlein's retirement, retired Brigadier General Brian Copes was hired on as the third HVAF CEO in April 2016. Because of his 38 years of military service, the staff and board knew he would be the right fit for the position.

Since his hiring, he has led many initiatives to expand HVAF's programs and services, and has no plans on stopping for years to come.



Ret. Brigadier General Brian Copes became HVAF's President & CEO in April 2016. Since then, he has worked hard to make sure HVAF continues to grow and reach even more veterans.

## Army veteran lands job thanks to HVAF's case managers



Ronda F. made a near 19-year career out of serving her country. Almost eight years of that time was Active Duty. Ronda married and had 4 children ages 2-8.

She says she endured mental and emotional abuse from her then husband. She knew she had to escape. Ronda had an associate's degree but wanted to get her bachelor's degree. Higher education is one of the many bonuses and perks of serving her country, so she did just that.

She worked in many areas of the U.S. Army, but one of the most rewarding work she experienced was her role as Awards Clerk for NATO. She learned a lot about herself. She was able to spend time with the Joint Force Headquarters in Pristina, Kosovo.

Being able to meet high-ranking people like Colonels and Majors was an honor and privilege. She never would have dreamed she would be doing such important work and accomplish so much in seven months. The networking opportunities were “enlightening.”

However, Ronda says she wasn't making a lot of money and her home life was suffering. She left her husband for fear of the relationship becoming volatile. Ronda then came to HVAF to seek its services.

“In many ways, HVAF provided me a sense of security—not knowing where you're going to live is frightening. Other helpful programs, financial planning for instance, is helping me get my own finances in order.”

Dorian LaMotte, Ronda's case manager, is in contact with Ronda every day. Alberta Platt, Ronda's employment specialist, found Ronda a job in one day. Alberta had contacts with Bluegreen Resort and there was an interview and job hire the same day.

HVAF has also been helping Ronda with rent on her new beloved home.

“I'm very appreciative of that,” said Ronda.

*HVAF has more than 25 case managers who help with housing, employment and legal services. For more information on how a veteran can receive case management, please call 317-951-0688.*

## Ex-offender finds new purpose through HVAF employment assistance

“I knew I was going to serve my country,” said Jeremy J.



His grandfathers were both in the military, so he knew he was meant to serve. Jeremy joined the U.S. Army in 1993 and enjoyed the training and discipline the Army had to offer.

He attended Marion Military Institute in Alabama after his career ended in 1996. Jeremy faced challenges such as alcoholism and drug abuse that eventually led to his incarceration at the Putnamville Correctional Facility.

While serving time, he met James Miller, a HVAF peer mentor. Jeremy found a new beginning after serving his sentence time.

HVAF employment specialist Kiara Walker helped Jeremy during his time at HVAF. Jeremy explained that Kiara helped him create the best résumé and cover letter he ever had. She would also text daily and meet with him once a week to find job opportunities.

“I am eternally grateful for this organization,” he said.

He had a positive attitude and kept pressing forward. Jeremy now works at Central Indiana Hardware in Indianapolis.

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## After sleeping in a rooming house, homeless veteran gets new life

Cindy was based at Coronado Island from 1978-1982 while serving in the U.S. Army. She has now been volunteering at HVAF for five months. As a volunteer, she said she enjoys passing out food and hygiene items to the veterans who come in needing the essentials.

Cindy said she would feel depressed and sad if it wasn't for the volunteer opportunities at HVAF. She gets to greet veterans who have it worse than her, which makes her appreciate her life.

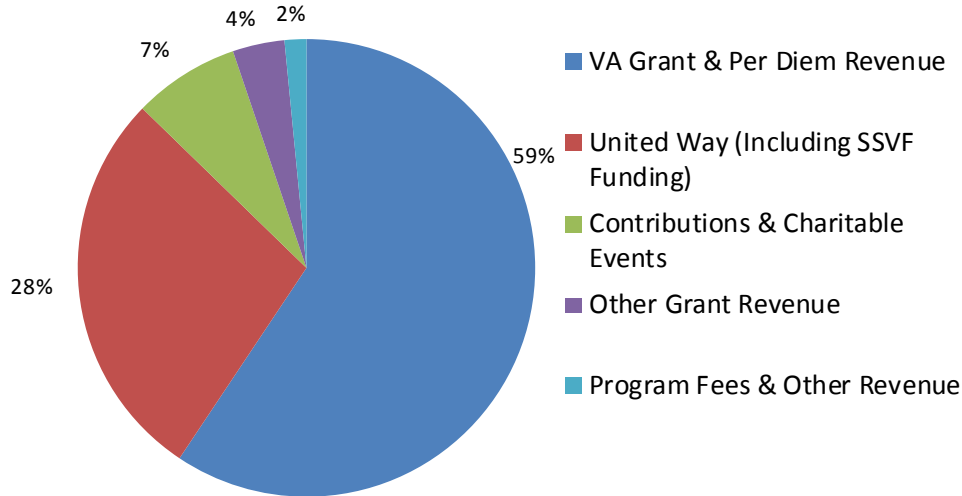
“It's one of the best things I've ever done in my life,” she said about volunteering at HVAF. Cindy also mentioned how great the staff is at HVAF.

Cindy lives at the Don W. Moreau, Sr. Apartments, one of the many HVAF properties.



# 2017 Financial Report

## HVAF Funding



<b>Revenue &amp; Support</b>	
VA Grant & Per Diem Revenue	\$2,742,545
United Way (Including SSVF Funding)	\$1,289,141
Contributions & Charitable Events	\$347,484
Other Grant Revenue	\$169,506
Program Fees & Other Revenue	\$71,040
<b>Total Temporarily Restricted Revenue</b>	<b>\$80,910</b>
<b>Total Unrestricted Revenue &amp; Support</b>	<b>\$4,700,625</b>
<b>Temporary Unearned Revenue Earned Released from Restrictions</b>	<b>\$31,726</b>
<b>Operating Expenses</b>	
Programs & Client Services	\$4,194,021
General & Administrative	\$719,655
Fundraising	\$100,742
<b>Total Operating Expenses</b>	<b>\$5,014,418</b>
<b>2017 Net Increase of Cash</b>	<b>\$63,318</b>
<b>Decrease in Unrestricted Net Assets</b>	<b>\$362,641</b>

# Volunteering at HVAF



TrueU painting apartments in Manchester

Aimco organizing piles of clothes

Marian nursing students organizing food items

Evolent employees working in our clothing pantry

## Volunteer Spotlight: How Keith is giving back what HVAF gave him



Keith C. served the U.S. Army from 1985 – 1995 and struggled with drug addiction after completing his service in 1995. He first heard of HVAF from an outreach coordinator at one of the homeless shelters he resided in. Thanks to HVAF's Residential & Employment Substance Abuse Treatment (R.E.S.T.) program, Keith was able to sober up and turn his life around.

“The R.E.S.T. program was good for me because it was structured, good accountability,” Keith said.

Keith is now a regular volunteer in HVAF's food, clothing, and hygiene pantries. Keith comes to HVAF Headquarters several days each week to help, working mainly in the clothing pantry and answering the phone at the front desk when needed.

If it wasn't for HVAF's services, Keith said he might not be alive today. Because of HVAF saving his life, he wants to give back the time that was given to him.

“They gave me hope, they gave me life,” Keith said. “So now I transfer that back to the veterans that come in, seeing the same way I looked in them and try to help steer them in that direction, that there is hope and purpose in life.”

# OUR MISSION

Providing hope, housing, and self-sufficiency; for all veterans and their families



**HVAF OF INDIANA, INC.**

964 North Pennsylvania Street  
Indianapolis, Indiana 46204

**Phone**  
(317) 951-0688

**Website**  
[www.hvaf.org](http://www.hvaf.org)



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@HVAFofIndiana