

**TRI-CAP's
health, housing,
and education
services change
lives, empower
families, and
improve
communities.**



Things Are Different This Year

by Joyce Fleck, TRI-CAP Executive Director

Things are different this year. As we enter into the holiday season, everyone is feeling how different things are from what we would prefer. Family and other holiday season gatherings may have to be scaled back, postponed, or canceled. While you may have to sacrifice time with your family and friends due to COVID restrictions, I encourage you to use the extra time to count your blessings. 2020 has been a challenge for everyone on many levels. Many are “battle weary” at this point. I’m thankful for the flexibility of our staff, the patience of TRI-CAP staff’s family members as we’ve all been working extra hard this year, and the support from community members like you.

Things are different this year for our clients. If you’ve been following our newsletters, or visited any TRI-CAP location in the past eight months, you’re aware of how differently we must serve our clients in order to keep everyone safe. In this newsletter, you’ll read about a couple more changes: our annual Holiday Shoppe event will be held via “drive through” this year and our utility assistance clients have more options to apply for services even though we’ve had to continue with the restrictions of working with our lobby doors locked. Our lobbies are simply too small to handle the volume of drop in clients and follow COVID precautions. We will schedule appointments if needed. Yes, it continues to be a stressful year for everyone to adjust to these changes. But hearing the gratitude and relief from our clients makes it all worthwhile.

We are compiling the results from our client community needs surveys and will have the full report soon. I can’t tell you how happy I am to read the letters of thanks from hundreds of clients who’ve taken the time to answer the survey. ALL client comments were positive! Please watch our website for the updated community needs assessment. Thank you to everyone that took the time to share the survey link or answered the questions yourselves.

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The financial impact of the pandemic has motivated folks to make different choices than in previous years. We continue to see more “first time” clients. It’s never easy for someone to ask for our assistance. Perhaps this is also why I’ve observed a change in many people that have a different perspective of their community members in need. I applaud our new clients for having courage to reach out to us. I applaud everyone, especially our new donors, who paused to make a financial contribution to TRI-CAP this year. Never underestimate the impact of your kindness! If you need some motivation to make a gift to TRI-CAP, please read about our Neighborhood Assistance Program tax credits on the last page of this issue.

Things will look different next year too. During 2020, TRI-CAP and other similarly funded agencies were faced with a huge challenge to raise a substantial amount of funds to maintain our healthcare navigation services. This was challenging enough without COVID, and the required match was increased for 2021. Therefore, in 2021, our healthcare navigation services will be greatly scaled back and will be funded differently. Also due to COVID, the primary funder for our breast cancer services was no longer able to award grants. There is still a small amount of funds available for breast cancer treatments, but this service will end during 2021.

Most of us are hoping that 2021 will look different than 2020. If you are one of our loyal donors, I hope you won’t change your charitable heart. If you feel strongly that TRI-CAP should change anything next year, please contact me at joyce@tri-cap.net or give me a call at 812-482-2233. Thanks for your support throughout this pandemic. May your holidays be happy and healthy!

CONTACT TRI-CAP

Dubois: 812-482-2233

Pike: 812-354-8721

Warrick: 812-897-0364

Vanderburgh: 812-428-2189

www.tri-cap.net



Join Our Team

Employment opportunities are posted on our website at www.tri-cap.net and Facebook page. If you are interested in a current opening, please send your application to hr@tri-cap.net.

This institution is an equal opportunity provider and employer. All services are provided without regard to race, age, color, religion, sex, disability, national origin, ancestry or status. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at: <https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>, or at any USDA office, or call (866) 632-9992 to request the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture Director, Office of Adjudication 1400 Independence Avenue, SW Washington DC 20250-9410 or by fax at (202) 690-7442 or email: program.intake@usda.gov.

Want to know what services and programs TRI-CAP has to offer? Check out our programs flyer on our website at: www.tri-cap.net

(click on the services tab at the top of the page)

COMMUNITY PARTNER SPOTLIGHT:



Larry LaGrange

Q: What is your community partner name and contact information?

A: Larry LaGrange, 1833 Evans Lane, Jasper, IN 47546 - Phone: 812-639-5012

Q: Please describe your involvement with TRI-CAP:

A: I volunteer as needed. Mainly I act as a cheerleader for the nice folks at TRI-CAP who are helping so many people in need.

Q: How does TRI-CAP's mission fit your personal or business mission?

A: I'm a retired teacher so I miss helping people and being involved. As a Christian, I feel it's my duty to do everything in my power to assist charitable work.

Q: How long have you been involved with TRI-CAP?

A: Maybe five years or so. I hope to stay involved as much as possible in the future.

Q: What have you learned about TRI-CAP that you feel the rest of the community should know?

A: TRI-CAP staff members are caring, knowledgeable, energetic, and hard-working. Most people don't realize the long hours and complicated processes this group manages. I admire them greatly for their patience and persistence.

Q: If you had unlimited resources, what would be your wish for TRI-CAP?

A: I would hope the community would continue to support the worthy mission of this agency. Jasper is a caring town and I believe that attitude will continue, even with the difficult times we're living in now. My wife and I plan to do our part to help.

Q: Please explain how you see that TRI-CAP benefits our community.

A: There are multiple arms of the agency that reach out to people with various forms of assistance. Again, I doubt that the general public really understands how much assistance is given to the counties and needy people TRI-CAP serves.

TRI-CAP Client Feedback:

~Healthcare Navigator Services~

“The Navigator explained the process of applying. I’ve never had benefits before.”

“Found the best for me and an affordable premium.”

~Weatherization Services~

“They made my home more energy efficient.”

“Staff was friendly, timely, and professional.”

HOLIDAY SHOPPE

By Nikki Lasher, TRI-CAP Family & Community Partnerships Director

On December 12, 2020 during the 7th annual TRI-CAP Holiday Shoppe, families who worked to improve their lives through the use of TRI-CAP services will be given the opportunity to trade in the tickets they earned on a gift card to purchase items for their families for the holidays. They

will also be given gifts for each of their children that were donated by area businesses and churches. By doing this, families are able to feel that they earned these items for their children this holiday season. The format matches TRI-CAP's goal of having our families reach and enjoy the benefits of self-sufficiency. TRI-CAP will once again partner with Redemption Christian Church to help make the holidays a little brighter for these families. At last year's Holiday Shoppe, we were able to help over 200 families. If you personally want to support this effort, please contact Nikki Lasher at 812-482-2233 or Nikki@tri-cap.net.

Energy Assistance Program

By Neil Elkins, Housing Services Director



The 2020-21 Energy Assistance Program (EAP) Begins November 2.

During the 2019-20 EAP season TRI-CAP distributed over \$833,000 in benefits to 1452 families in Dubois, Pike and Warrick Counties.

The program will accept applications through May 14, 2021.

There are a few changes to this year's program that will make it easier for families to apply. Some of those changes are as follows:

Families may apply through a statewide online portal at <https://www.in.gov/ihcda/4067.htm>

TRI-CAP has developed an online information center for the Energy Assistance Program (EAP). You can access that page at: <https://www.tri-cap.net/services/housing/energy-assistance>

Applications are available online and at the Jasper, Petersburg, and Boonville TRI-CAP offices in a designated box outside of the entrance door.

Documents needed to process special applications are available on the TRI-CAP EAP page along with instructions on how to utilize the statewide portal to apply.

In addition to an EAP benefit the recipients of the program also can be placed on the Weatherization waiting list, receive discounts from some utility companies, and possibly receive moratorium protection. Moratorium protects clients from disconnect between December 1 and March 15 as long as they are EAP clients and current on their utility bill as of December 1.

To qualify applicants must be below 60% of the State's Median Income by family size and be able to produce all required documents. Income requirements are listed on the TRI-CAP website.

Breast Cancer Case Management Program



The TRI-CAP Breast Cancer Case Management Program, funded by Susan G. Komen—Evansville Affiliate and the Indiana Breast Cancer Awareness Trust, provides treatment and housing funds to low income men and women dealing with breast cancer.

If you know someone dealing with breast cancer, please tell them to contact Nikki at 812-482-2233, ext. 130 or nikki@tri-cap.net. She can help them with the application process and if they income qualify, she'll provide not only financial support but emotional support and community resources to help them however needed.

As mentioned previously, due to lack of funding, our breast cancer services program will end during 2021. We encourage everyone to be aware of their breast health in an effort to reduce breast cancer.

Healthcare Navigator Services



If you lost your job due to COVID or just need affordable health insurance, TRI-CAP is here to help! TRI-CAP has Certified Healthcare Navigators to help anyone enroll in health insurance on the Marketplace or Indiana Medicaid. Our services are free, local, and unbiased!

Open enrollment for Marketplace Health Insurance ends December 15th so contact one of our navigators today!

Dubois and surrounding counties: Lesa—812-482-2233, ext. 145 / lesa@tri-cap.net

Pike and surrounding counties: Judy—812-354-8721, ext. 107 / judy@tri-cap.net

Warrick and surrounding counties: Nikki—812-482-2233, ext. 130 / nikki@tri-cap.net

Or schedule an appointment online: <https://www.ckfindiana.org/>

As mentioned previously, our TRI-CAP Healthcare Navigator Services will be greatly scaled back after December 31, 2020. We intend to staff this service only in Dubois and Pike Counties, based on the local funding supports received from these counties. In 2021, if TRI-CAP healthcare navigators are unavailable in your area and you need help applying for Medicaid or Marketplace Health Insurance, you may also use one of these contact methods:

- Covering Kids & Families of Indiana - 888-975-4CKF
- Covering Kids & Families of Indiana website - <https://www.ckfindiana.org/>
 - Indiana Department of Insurance find a navigator website - <https://www.in.gov/healthcarereform/healthcare-reform/indiana-navigators/find-a-navigator/>

Looking for a break on your taxes? We can help!



Learn how your donation of \$100 or more to TRI-CAP can earn you an Indiana State Tax Credit!

Feeling the Effects of the Pandemic: We need you now more than ever!

Everyone needs help at some point in their life. Not only does everyone need help at some point, everyone deserves help. Whether it is financial, emotional, mentoring, or empathy.

Community families are feeling the pinch on their living expenses budget from the pandemic.

At TRI-CAP we saw the needs almost immediately as family incomes were compromised by the pandemic. Many people are now turning to us to help in a time when they are most vulnerable and need help the most. Not surprisingly, many are reaching out to us for the first time ever in their lives. We are here to help. Already this year we have seen an increase of 1,108% in our distribution of funds to help with basic needs assistance – mostly rent, housing, and utility assistance.

That's why help from donors is needed now more than ever. We strive to help fulfill those requests and also provide connections to other critical services at TRI-CAP and in the community that families need. Please help keep local families thriving by considering a donation. A donation of any amount is a treasured, none is too small!! You can either mail in a donation, drop it off at any TRI-CAP office, or give online through our website at www.tri-cap.net. Additionally, if your gift is \$100 or more, you can get half of your donation back in a state tax credit (while our credits last)!! That's a great way to stretch your dollar!

We are in this together!! Thank you for valuing TRI-CAP and cherishing the families of our local community.



Three gentlemen called one of TRI-CAP's Healthcare Navigators and said they lost their job due to COVID. These men never applied for Medicaid or any kind of state assistance. With help from the navigator, all three men were enrolled in the Healthy Indiana Plan (HIP).

A widow called one of TRI-CAP's Healthcare Navigators for help enrolling in the Healthy Indiana Plan (HIP). She tragically lost her husband who carried insurance on both of them through his employer. TRI-CAP's Navigator was happy to help this woman apply for health insurance.



A self-employed mother was unable to work due to COVID-19 and her husband's hours were cut drastically at work. Therefore, they were not able to pay for health insurance. One of TRI-CAP's Healthcare Navigators was able to help this family enroll in health insurance. Since they didn't have a computer or internet at home, they were very thankful for the assistance the Healthcare Navigator provided.