

COMMUNITY REPORT 2020



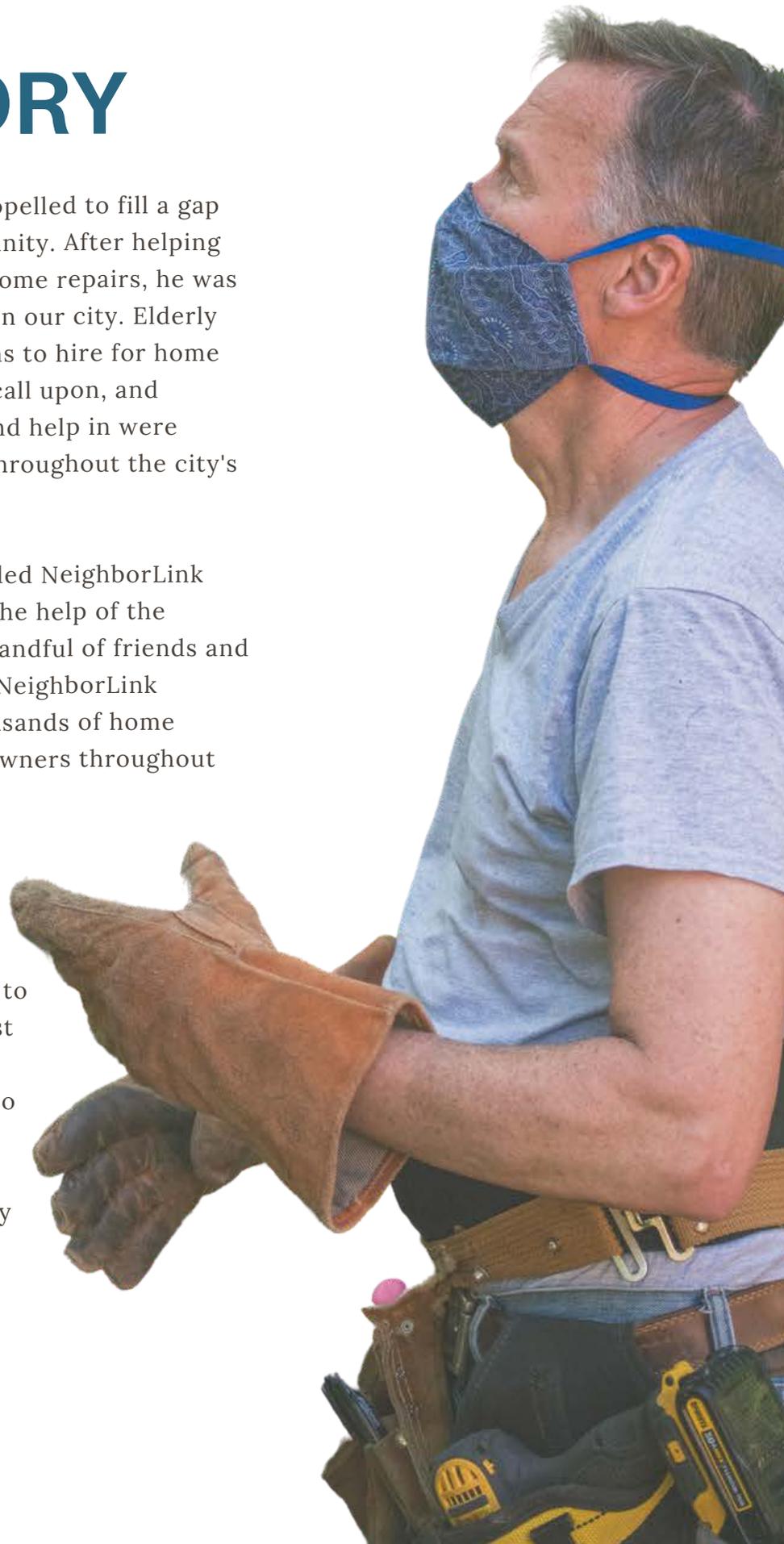
OUR STORY

Founder, Dave Withey, was propelled to fill a gap within the Indianapolis community. After helping an aging relative with simple home repairs, he was tuned into a glaring need within our city. Elderly homeowners without the means to hire for home repairs, without the family to call upon, and without the social circles to find help in were falling through the cracks all throughout the city's neighborhoods.

In 2013, Withey officially founded NeighborLink Indianapolis Foundation with the help of the NeighborLink Network and a handful of friends and fellow volunteers. Since then, NeighborLink Indianapolis has provided thousands of home repairs to thousands of homeowners throughout Indianapolis.

MISSION AND VISION

NeighborLink Indianapolis' mission is simple. We are here to provide home repairs at no cost to low-income seniors and individuals with disabilities who own their own home. We do this to allow those individuals the ability to age in place safely and with dignity.



MR. BUTLER

Once a politically and socially active member of his community, Mr. Butler found himself immobilized by a leg injury and unable to tend to his home of more than 15 years.

Over time, his gutters were sagging, his paint chipping and his beloved home was cited by the city for a variety of issues. Mr. Butler was pointed in the direction of NeighborLink Indianapolis for help.



One of the first groups to visit Mr. Butler was a team of IU Health employees ready to tackle that paint. The team devoted half of their work day to chip off the old paint to prepare the home for new paint.

The next group, also from IU Health, picked up the paint brushes and covered Mr. Butler's home in a fresh coat. They were followed by the IMPD Cadets with the Indiana Public Safety Foundation for gutter repair and rebuilding.

Finally, our newly created Volunteer Teams, Painting Pals and Gutter Group, finished up the projects leaving Mr. Butler with a safe space to age in place.



11 Groups Tackled 10 Large Projects in just 4 months



PROJECTS

Though numbers overall were down in 2020, the comparison to 2019 numbers in such a short window of operation in 2020 would have put us on track to have our largest number of projects ever.



26 years

Of 2020 requests, the average number of years lived in home.



73%

Of homeowners with projects are female.



53%

Of 2020 requests, are individuals with disabilities.



93

Age of oldest homeowner with request in 2020



211

Top referral source

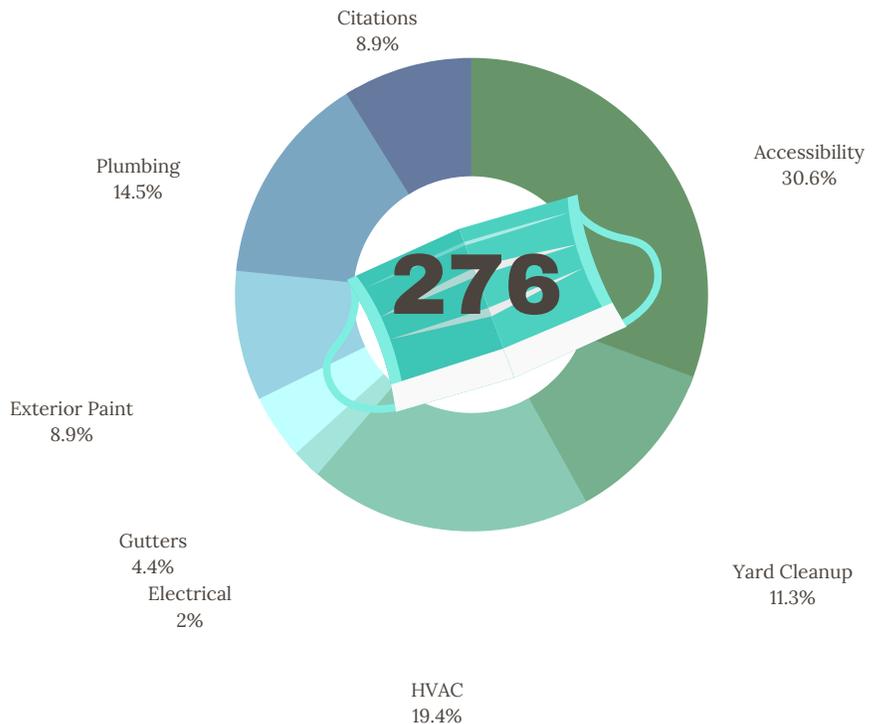


\$1,270

Average monthly income of homeowner

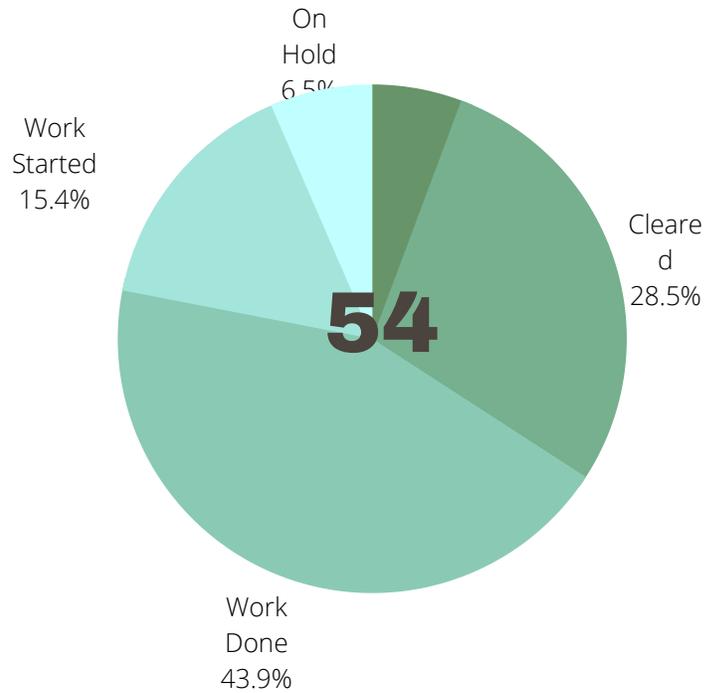
Total calls for project requests since July 2020 were 419. After vetting for age, income, geography and project type, the number of requests we were able to add into our queue was 83. Due to COVID-19 we were unable to take indoor projects this year which significantly decreased the number of project types we could accept in 2020.

Of those 83, the icons to the left were their numbers. Below is the chart of projects completed in 2020.



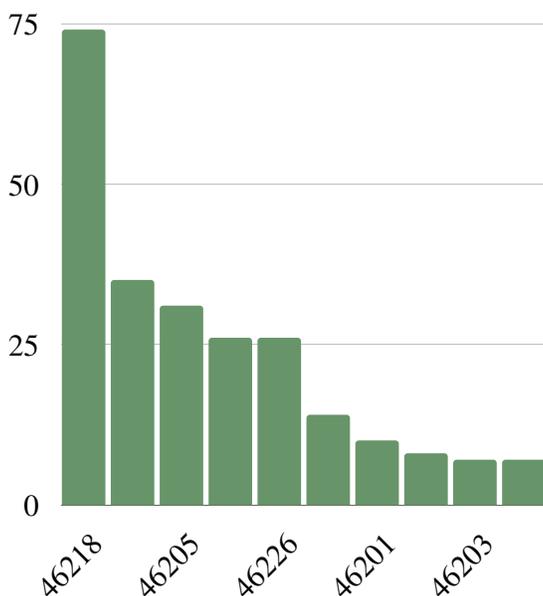
CITATIONS

One of the main service gaps NeighborLink Indianapolis tackles for its community is helping clear Marion County Public Health Department citations. **On average**, the 28 citations in 2020 comprised of 3 projects. The highest amount of projects for one citation household was 7. In total, for 2020, 54 projects were completed for 28 citation cases. For those projects that aren't completed yet, reasons were weather, indoor (paused due to COVID), and contractor need.

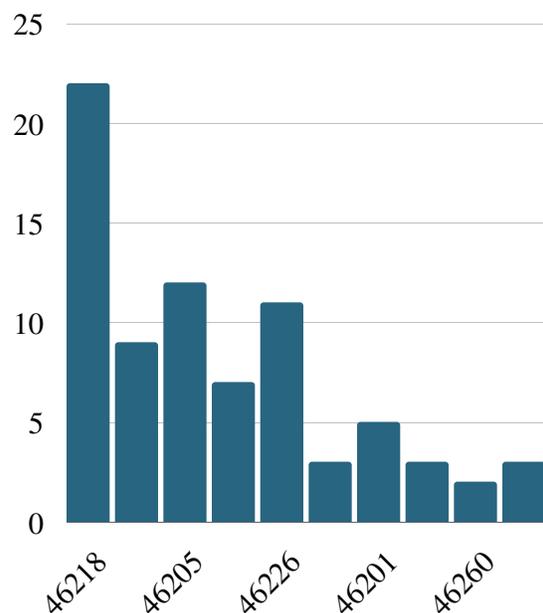


GEOGRAPHY

NeighborLink Indianapolis Foundation's goal is to one day serve the entire Indianapolis geography. However, with the exception of citation cases, we serve a limited number of zip codes within the city. Of those, below are the top ten zip codes served and the number of projects completed in 2020 compared to those requested and vetted since July 2020.



Completed



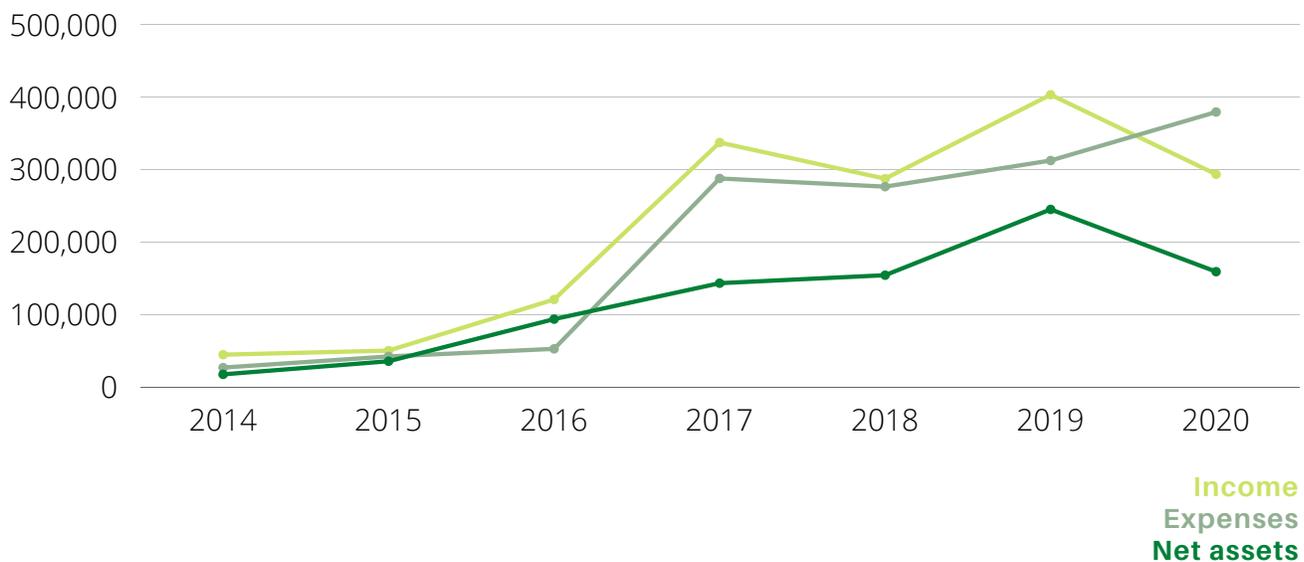
Requested



FINANCIAL GROWTH

Since incorporating in 2013, our operations have grown tremendously and at a very aggressive pace. With the exception of 2020, being the anomaly that it was, our income has increased and our change in net assets has always ended positively.

Our expenses increased significantly when we hired our first employee, but our income increased as well, covering the extra expense that year.



FINANCIALS

STATEMENT OF ACTIVITIES 2020

Total Income	\$293,689.42
Total Expenses	\$379,569.41
Surplus	- \$85,879.99

FINANCIAL POSITION 12/31/2020

Total Assets	\$160,125.88
Liabilities	\$718.00
Net Assets	\$159,407.88





OUR TEAM

This year brought more staffing resources to NeighborLink Indianapolis than ever before. In order to grow and meet the need of our city, it was determined time to begin hiring some key roles to help further the mission of the organization.

In late 2019, **Tom Miller** joined the team as the Director of Client Relations after nearly 19 years at IndyReads.



Rachel Nelson joined as the Director of External Affairs & Communications in the spring of 2020 after nine years at Goodwill of Central & Southern Indiana.

The summer of 2020 the team was joined by **Lisa Cole** who became the Director of Community & Partner Engagement after serving nearly four years at the Medical Benevolence Foundation.



Hailey Zuercher, intern of all trades, has been a part of the NeighborLink Indianapolis team for a few years while she earns her finance degree at Marian University.

Finally, NeighborLink Indianapolis hosted its first ever Public Ally in 2020. **Charles Stringer** came on board to help build a single-data CRM for the organization.



BOARD

Dave Withey, Executive Director, Board Chair, Founder

Tom Hawkins, Director of Operations, VP of the Board

Terrance White, Treasurer of the Board

Phil Kirk, Board Member

Dan Amonett, Board Member

Jeanette Jefferis, Board Member

Mark Pizur, Board Member