

2023 IMPACT REPORT

HRDC @ Big Sky, Three Forks, Manhattan, Belgrade,
Livingston, Gardiner, White Sulphur Springs, and Bozeman

Introducing HRDC @ Market Place — Now Open!



HRDC
BUILDING A BETTER COMMUNITY

IMPACT HIGHLIGHTS



This past year, our dedicated staff, volunteers, donors and community partners truly made a difference in improving our neighbors' lives.

12,000
LIVES

impacted through our services

1,667,276
POUNDS OF FOOD

distributed to help families and seniors
offset their cost of living

19,783
RIDES

provided for seniors and
persons with disabilities

92%

OF PRESCHOOL STUDENTS
in our program demonstrated
full readiness for kindergarten

776
PEOPLE

provided with a warm,
safe place to sleep

82

HOUSEHOLDS ASSISTED
during the Yellowstone River flood

31
FAMILIES SERVED
with transitional and medical
respite housing

1,000
FAMILIES
received help with their
power bills during winter

83%
OF FAMILIES
transitioned from temporary
to permanent housing

1,774
SENIORS
supported by our services

If you would like to join our HRDC family in our mission to Build a Better Community, visit theHRDC.org to learn all the ways you can get involved.

FROM HEATHER . . .

HAPPIEST OF HOLIDAYS TO ALL OUR FRIENDS NEAR AND FAR,

As I reflect on our accomplishments this past year, I trust our team members and our Board of Directors would agree, it's been a bit of a whirlwind!

Here are some of the many achievements we celebrated over the last 12 months:

- Garnered nearly **80%** of the qualified vote in Gallatin County with the passage of the ballot measure we put forward to create an Urban Transportation District to carry our Streamline and Galavan services well into the future.
- Established **key partnerships** between our Early Childhood Education program and the Livingston and Three Forks school districts to make preschool available to more children in rural locations.
- Completed the construction of **7 more** tiny homes at Housing First Village designed to house community members who have experienced chronic homelessness.
- Recently **finished building** HRDC @ Market Place, home to our food bank, Fork & Spoon restaurant, and economic mobility services.
- **Broke ground** on HRDC @ Homeward Point, our future emergency shelter with office space for many of our community partners.

With tremendous gratitude, we humbly acknowledge none of this would be possible without key community partners, volunteers and advocates on the ground, local philanthropic support, and critical investments in our work. We are deeply grateful for their trust in us and their work alongside us to continue our work to build a better community. We will continue to address the most pressing needs facing the people and communities we serve across Southwest Montana, from access to healthcare and affordable housing, to early childhood education and public transportation. We remain committed to ensuring that no one gets left behind. The community infrastructure we are building at Community Commons clearly demonstrates our capacity and intent to be here now, and decades from now.



As we begin our 49th year of service, we are being strategic and thoughtful in our direction forward. We want to have as great an impact in the next fifty years as we have had in our first fifty. We need to be brave and think of even bigger innovations and solutions. **But we cannot do it without you. If you aren't part of team HRDC yet, or you would like to learn more, please reach out, volunteer, take a tour, and get involved. We need you.**

Warm wishes,
Heather Grenier, CEO

CUSTOMER STORIES

EARLY CHILDHOOD EDUCATION + TRANSITIONAL HOUSING

MICHELLE'S STORY A single mother to two active daughters is a responsibility Michelle takes seriously.

Having grown up in Belgrade, Michelle prefers the small-town pace over the hustle and bustle she experienced for many years when she lived in Spokane. Seven years ago, Belgrade beckoned Michelle back home. Little did she know, the reasonable housing costs she remembered had all but disappeared. Not only had they disappeared, but so had the availability of rental homes.

Michelle quickly realized she would need help to make ends meet. She worked with us to apply for Section 8 housing which eventually led her to a rental with a roomy back yard that is perfect for play time and gardening.

With the pressure of securing stable housing taken care of, Michelle began searching for an outlet for herself and her two young daughters. That's when we came into the picture. Not only would her children receive a preschool education in an environment that valued the wellbeing of the entire family, but she would gain instant access to a community of parents as well as to other area resources for families. Michelle appreciated the consistency and diversity of the school's programming, the variety of family events, and the staff's genuine kindness.

Fast forward to today and Michelle's oldest daughter is now enrolled in elementary school where she was deemed to be better prepared than other children who had not attended preschool programming. With Michelle's youngest daughter now attending HRDC's Early Childhood Education program, Michelle accepted a role at our school as a substitute teacher — a true win-win for her amazing family!



NATALIE'S STORY Our lived experiences are never linear, never exactly as we plan or daydream they will be. For those who have plenty of luck on their side, the ups outnumber the bumps in the road, and the bumps are surmountable with a safety net of friends and family. When that safety net doesn't exist, reaching out for help is never a shameful act. This is Natalie's story, a demonstration of the hope and possibilities that can occur when you seek support.

A young mother who found herself in an abusive relationship with the father of her first two children, Natalie's world turned upside down when her husband left her with just \$126 in her pocket in Phoenix, Arizona. After a very contentious custody battle, Natalie's children were eventually placed in foster care, truly her worst nightmare. It took three long, painful years for Natalie to negotiate the unwieldy foster care system before her children were returned to her care.



Exhausted from the battles she endured, Natalie and her family sought a fresh start this past summer. They packed up their belongings and moved to Bozeman for a job opportunity. Little did they know, the vehicle that brought them to Montana would soon become their home due to our area's ongoing housing crisis — yet another obstacle in a string of many.

After several months of living in their car, Natalie learned about HRDC and was soon working with one of our case managers. She was able to place Natalie's family in proper living quarters which made school enrollment for her three children once again a manageable endeavor.

Natalie couldn't be more grateful for her support and described her as having a "natural aura of wanting to help others and as someone who always follows through on her words." Without our help, Natalie believes she and her family would still be living in their car today.

COMMUNITY SPOTLIGHT

HRDC @ THREE FORKS

We support communities across Southwest Montana, including in the greater Three Forks area. This year, our Board of Directors held their annual retreat at the historic Sacajawea Inn. **“It’s so important for our Board and our Executive Team to spend quality time in the communities where we operate. When we connect with residents and community partners on Main Street or in local establishments, we learn more than we ever could sitting in a meeting room,”** shared Mark Woodard, HRDC’s CFO.

One of the issues our Board experienced while visiting Three Forks was the challenge that was occurring in finding a replacement for the area’s retiring Galvan bus driver. In fact, the transportation service had been temporarily suspended. Area seniors and those with disabilities had relied on Galvan for door-to-door transportation to medical appointments, some of which were all the way in Bozeman, as well as to the grocery store and to other services.

Randy Johnston, Mayor of Three Forks, caught wind of this fraught situation. He didn’t need much time to process what he’d learned. A brief conversation with his wife was all it took for him to contact us to say he would be happy

to take over as the town’s paratransit driver. He’d worked out the details quickly, sorting out his mayoral duties to accommodate Galvan’s part time schedule, and soon enough he was behind the wheel driving our customers to their appointments once again!

Emily Smith, our Operations Manager in Three Forks, makes sure she has her boots on the ground from Harrison to Manhattan to Clarkston, and she’s

“We’re so grateful to have Randy Johnston, the Mayor of Three Forks, as part of our Galvan team. Transportation options are limited in rural communities, yet it’s such a critical need. Without Randy’s support, many people would struggle to access essential services.”

— *Sunshine Ross, HRDC’s Transportation Director*

witnessed first-hand how folks are struggling to make ends meet. From partnering with the community to keep our food bank stocked with local produce and meat from area ranchers, to making sure food is delivered to outlying areas to people struggling with food insecurity, to referring neighbors to other HRDC-provided resources including energy assistance, affordable housing support, and senior services, Emily and her exceptional team of volunteers make a difference every day.

When it comes to younger members of the community, we believe every child deserves a head start. Sara Savage, HRDC’s Associate Director, recently collaborated with the Three Forks School District to develop more access to early childhood education. **“Time and again I’ve witnessed the difference Head Start makes with children and their families. The more folks who have easy access to the program, the more impact we have. We are grateful to the Three Forks School District for their desire to bring this program into their community and we can’t wait to see where it goes,”** said Sara.

Our services are for everyone living in and around Three Forks and across all of Gallatin, Park, and Meagher counties. Learn more at thehrdc.org.



Annual Board Meeting

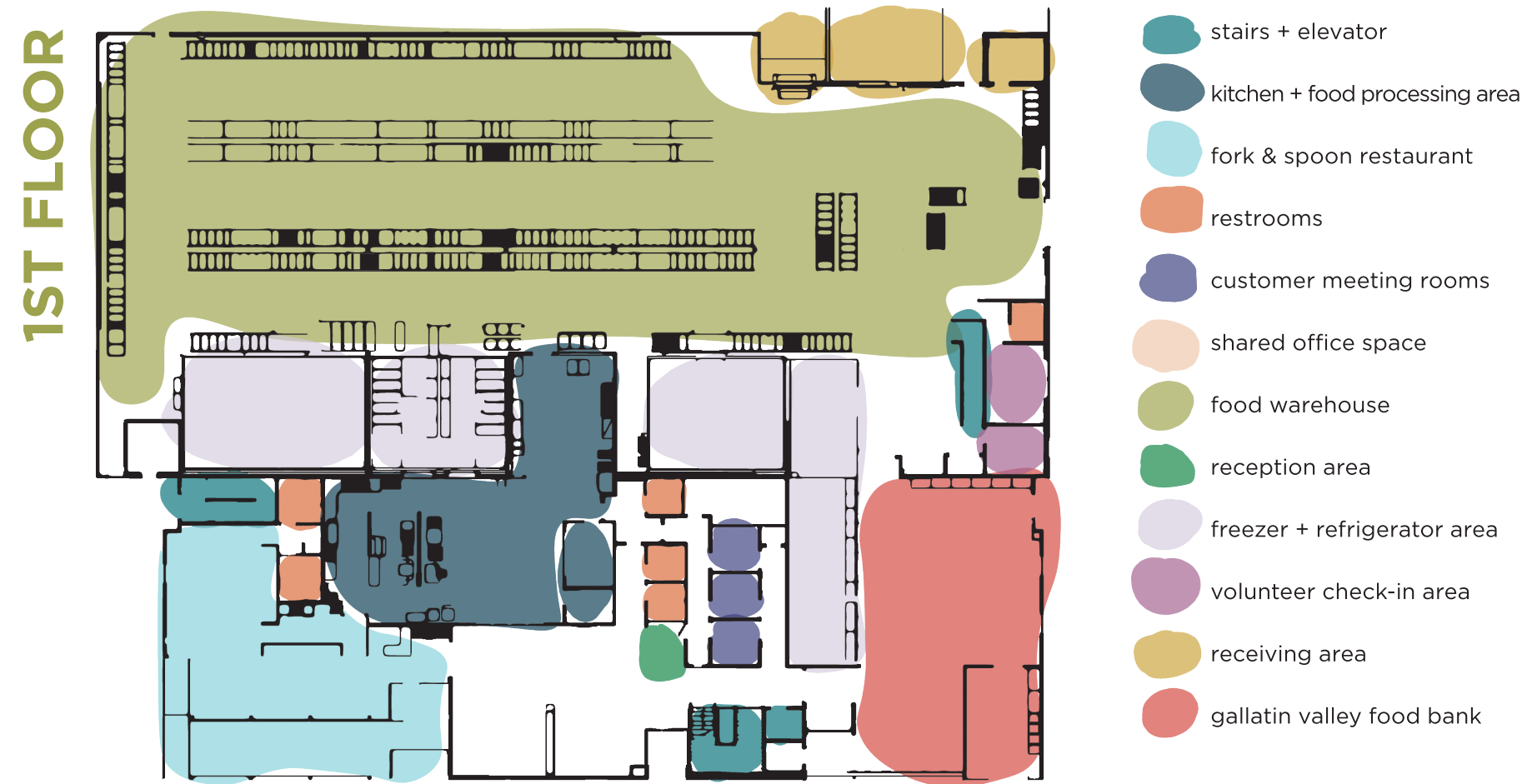


Mayor Randy Johnston



HRDC @ Three Forks

HRDC @



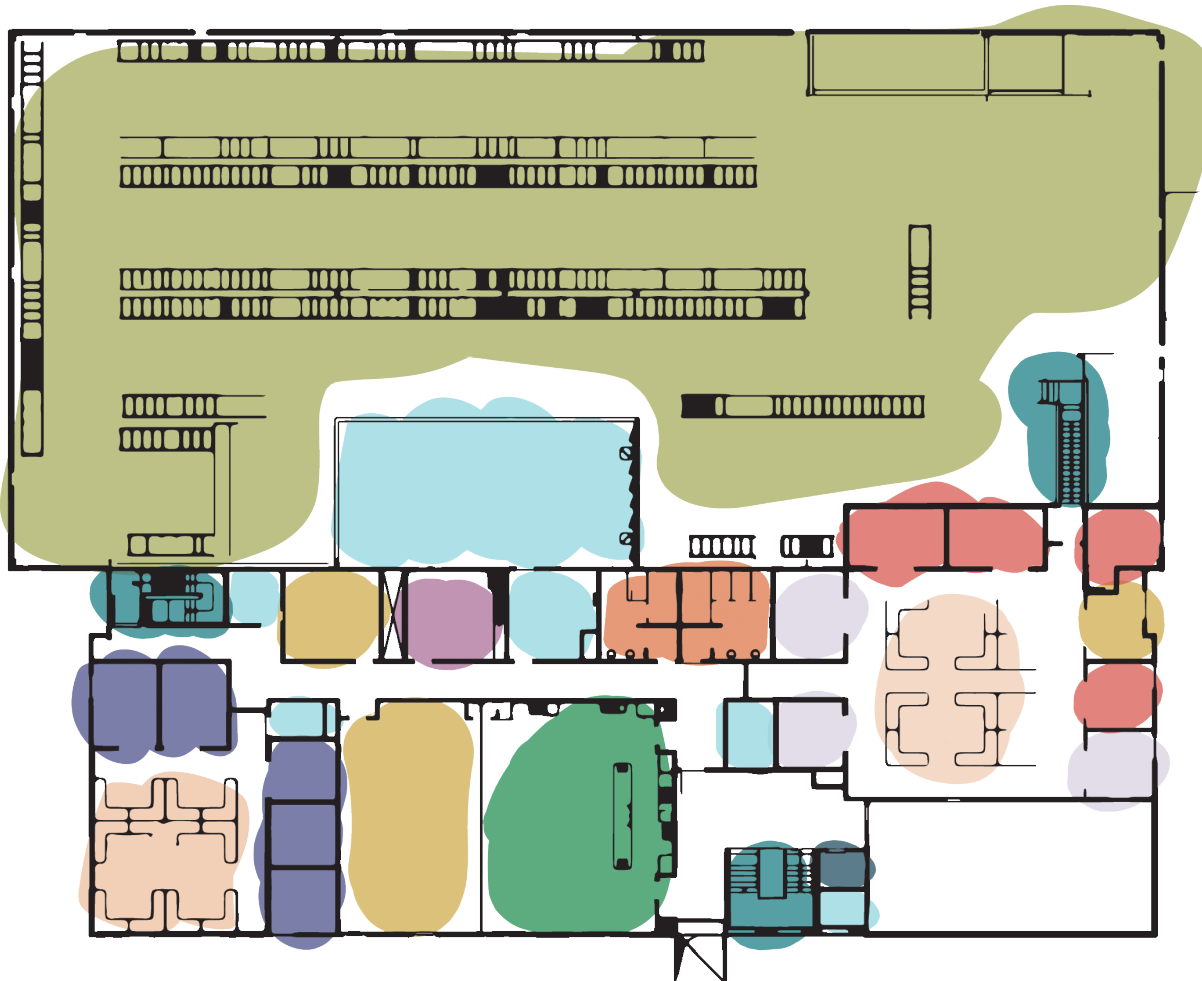
Services You'll Find...

Monthly grocery program for seniors • Cooking + nutrition classes • Year-round, kid-friendly food programs • Emergency assistance • Financial coaching + education • Support to help you file your own taxes • Utility assistance programs • Home weatherization assistance • Preschool registration • Youth employment support • Transitional housing support • Foster youth support • Home rental search + assistance • Homeowner assistance • Volunteer opportunities • Medicare counseling • At home assistance for older adults • Care coordination for older adults • Gallatin Valley Food Bank • Fork & Spoon Restaurant

MARKET PLACE

You're invited to stop by and say hello!
Now Open at **206 E. Griffin Drive** in Bozeman

2ND FLOOR



- stairs
- elevator
- utility room
- restrooms
- energy assistance, financial assistance + programs for youth and young adults
- shared office space
- open to warehouse below
- community teaching kitchen
- senior programs offices
- staff break room
- conference room
- nutrition programs offices

STREAMLINE AND GALAVAN

SO MUCH TO CELEBRATE!

In the fall of 2022, after years of planning, we officially initiated a public petition drive to establish an Urban Transportation District in Gallatin Valley. This ambitious project had been in the works since Streamline first began its services back in 2006.

Between August and November of 2022, our staff, volunteers, and partner organizations successfully gathered over 16,000 valid signatures for the petition. Thanks to the overwhelming success of this signature gathering campaign, Gallatin Valley voters were presented with the opportunity to cast their votes on the creation of the new district during the special election held in May. Remarkably, the UTD formation received nearly 80% approval from the voters.

Following the successful establishment of the UTD, Gallatin County, the City of Bozeman, and the City of Belgrade each appointed three board members to serve on the UTD governing board. The inaugural UTD board meeting took place on October 18, 2023.

The UTD will be focused solely on operating the community's Streamline bus and Galavan paratransit services. It will also help foster cooperation between our local governments — Bozeman, Belgrade and Gallatin County — rather than limiting oversight of public transit to just one of those entities.

“Streamline and Galavan will benefit from that degree of focus,” HRDC Transportation Director Sunshine Ross said. **“I’m excited to collaborate with this smart, dedicated group of people as we continue to work on meeting the transportation needs of our community.”**

Over the next two years, the UTD board will be dedicated to meeting the criteria required to qualify for federal transit funding. In the interim, HRDC will continue to operate Streamline and Galavan.



129,505
TOTAL STREAMLINE
RIDES THIS YEAR

10,792
AVERAGE RIDES
PER MONTH

34
NEW BUS STOPS
added this year



HOUSING FIRST VILLAGE

A BUDDING COMMUNITY

Housing First Village (HFV) provides supportive housing to community members in Bozeman who have experienced chronic homelessness, some of whom were unhoused for as many as two decades. Nineteen colorful, newly constructed tiny homes house neighbors who were previously in crisis. Residents receive trauma-informed services from our team members as well as from Community Health Partners. This supportive housing model at HFV is based on the “Housing First” philosophy which limits barriers to entry and provides supportive services to residents, including mental health and addiction support.

Greg Overman, our Supportive Housing Coordinator, has been instrumental in helping our residents create a true sense of community. Regularly occurring barbecues with all the fixings are one way the residents get together to enjoy each other’s company, build rapport, and share a home-cooked meal. While each resident pursues

individual goals toward attaining further stability in their lives, Greg has witnessed many wins both big and small since he stepped into his role.

“From hosting a birthday celebration for one resident that hadn’t celebrated his birthday in over 20 years, to helping someone else get a driver’s license, to watching someone have a place to hang up family pictures for the first time in years, it’s all meaningful progress and I couldn’t be prouder of our residents.”

— Greg Overman, HFV Supportive Housing Coordinator

There are many ways to measure success including looking at meaningful data points. Highlights over the past two years include:

75% of the residents at HFV reported improved mental and physical health.

\$300,000 was saved in the first 6 months as a result of fewer emergency room visits by HFV residents.

A **48%** reduction in total costs to the legal system occurred specific to the residents of HFV.

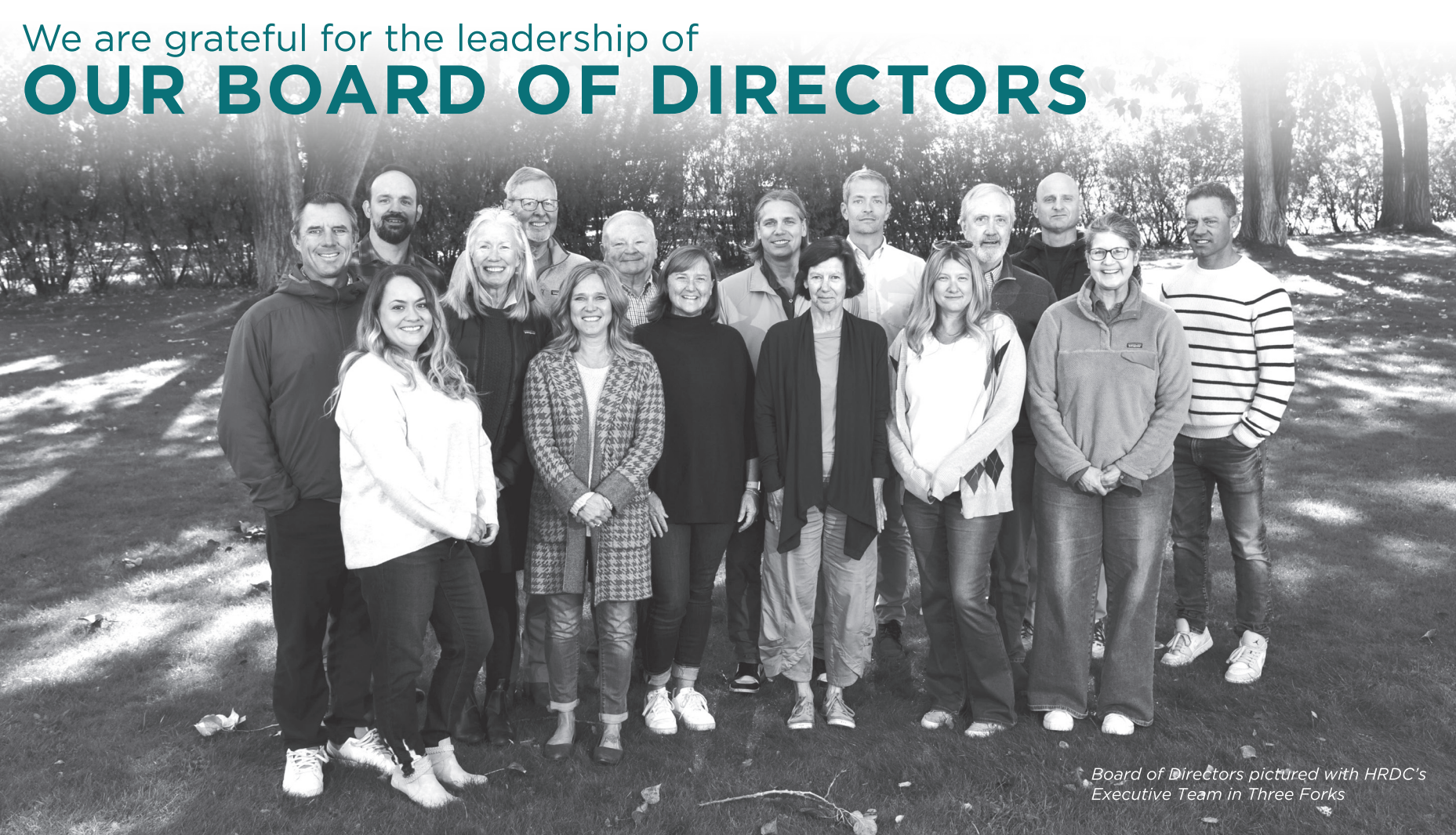
We are firmly committed to the Housing First philosophy and believe that the only solution to solving homelessness is housing.

“We’re a family here. Problems come from not being used to having neighbors, but we’re all recovering in our own way right now. That will take time. I have bad moments, but they are a lot better than they used to be.”

— HFV Resident



We are grateful for the leadership of
OUR BOARD OF DIRECTORS



Board of Directors pictured with HRDC's Executive Team in Three Forks

Scott Malloy, Chair
Montana Healthcare Foundation

Linda Young, Vice Chair
Professor Emeritus, MSU Dept. of Political Science

Mitch Bradley
Retired, Owner/Operator, Heebs Grocery

Bruce Grubbs
Former Montana State Representative

Pete MacFadyen
Executive Director, Rieschel Foundation

Scott MacFarlane
Gallatin County Commission

Kris Moos
Founder, Owner, and Lead Financial Advisor, Moos Wealth Management

Penelope Pierce
Retired, Gallatin Valley Land Trust

Peter Schmidt
President, First Security Bank - Cottonwood Branch

Amy Stix
Montana State University, Center for American Indian and Rural Health Equity

Gene Townsend
Council Member, Three Forks Town Council

Billie Warford
Retired, MSU Early Childhood Project

Jessica Willmarth
Eden Home Health

WE LOVE OUR VOLUNTEERS!

MEET DICK AND CATHY DOWDELL

Dick Dowdell can tell you exactly when he was introduced to HRDC. It was December of 2011. Dick and Cathy had relocated from Wisconsin to Montana. One of their new neighbors called with a favor. A regular volunteer at our Gallatin Valley Food Bank, the neighbor asked Dick if he would help him cover a food rescue shift. That first volunteer shift remains vivid in Dick's mind. It happened on a Monday morning and they made the rounds to Smith's, Target, the bakery in Starbucks, and Costco. He was amazed at how much food was donated and was impressed with the relationships that had been established by our food bank staff.

That was it! Dick was instantly hooked on getting involved with supporting our efforts to combat food insecurity across Southwest Montana. From that day forward, he and his wife Cathy became an important and cherished part of our HRDC family. Cathy especially enjoys volunteering with Dick during our busy season. **"What makes HRDC special is that respect comes first. They respect their community, partners, volunteers, staff, and most importantly, their customers. HRDC is so visible in our community. They know the importance of helping others."**

Dick accepted a role on our food bank's advisory council in 2012 and has remained an active member ever since. He appreciates being able to share the skills, knowledge, and lessons learned throughout his career. When asked, he said one of his greatest strengths is creating partnerships. Cathy agreed that he has no problem asking for help and that people rarely say no. "I'm constantly reminded how generous people are and that they really want to help. You just have to ask," he said with a smile. The forklift, refrigerator trucks, and box trucks that he's helped secure for our food bank over the years are proof positive that he's been successful in engaging others in our mission to build a better community.

Reflecting on his time with HRDC, Dick said the creation of a new home for our food bank and Fork & Spoon restaurant has been the biggest project he has been involved in. He's been all in on this big undertaking including helping design the footprint of the building, spending time with focus groups, contributing to the design of the pallet racking in our warehouse, supporting our fundraising campaign financially, and researching the best quality shopping carts. Any time he's needed, he jumps right in!

Dick recently remembered something he hadn't thought about for many years. When he was a senior in high school he was the leader of a group of students who dedicated themselves to helping others. He organized and hosted the group's first food drive. He remembers asking someone for a box truck to haul the food and of course they said "YES!" Dick's story reminds us all to never hesitate to ask for help, especially when the help that's needed will improve lives.

20,185
VOLUNTEER HOURS
provided by
2,000+
VOLUNTEERS

“ I am so grateful for Dick and Cathy Dowdell. They are reliable, professional, fun, efficient, and loyal. If I ask Dick for help, he will ask for help on our behalf and basically provide a small army to help us get the job done. We are so lucky that he believes in our work. ”

— Jill Holder, HRDC's Director
of Food and Nutrition



Will You Help Us Open Homeward Point?

With your generosity, we will be able to complete construction of our new emergency shelter to support our neighbors in need.

Please donate today at thehrdc.org/donate.

“I’ve always believed with our community’s support anything is possible, including the construction of a new facility that will provide people the ability to access critical services and the support they need to get back on their feet. Your generosity ensures we will be able to provide immediate support to those in crisis.”

— Kristin Hamburg,
Resource Development Director



HRDC
BUILDING A BETTER COMMUNITY

OUR 2023 IMPACT REPORT WAS MADE POSSIBLE THROUGH
THE SUPPORT OF THESE GENEROUS SPONSORS:



Learn more at thehrdc.org

Printing services provided by The Bozeman Daily Chronicle