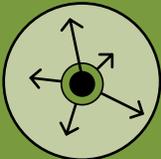


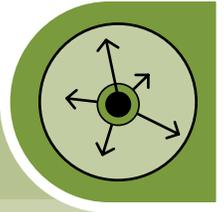


WHY IT MATTERS: Sustainable communities allocate resources and opportunities fairly so all people in a community thrive. Local governments in vibrant cities actively encourage civic engagement and pursue access to quality human services for all.



EQUITY & EMPOWERMENT

EQUITY & EMPOWERMENT



INDIANAPOLIS PRIORITIES

- **Encourage civic engagement and participation in local decision-making**
- **Reduce environmental and health hazards**
- **Enhance access to foundational community assets**
- **Ensure human services programs are available to guarantee basic needs**

UNITED NORTHWEST AREA (UNWA)

CIVIC ENGAGEMENT AND ENVIRONMENTAL JUSTICE

UNWA is a neighborhood on Indianapolis' near-northwest side that represents the racial, gender, economic and organizational diversity of our community. Significant community momentum has been built in the neighborhood around environmental and community development projects, such as the Central Canal brownfield assessments, the former Carrier-Bryant facility demolition and reuse planning, CSX railroad line reuse and MLK Business District streetscapes. Existing UNWA organizations and initiatives — including two neighborhood organizations, a community development corporation, a community service center, two city-established Tax Increment Financing (TIF) districts and more than 50 churches and other religious institutions — have taken steps to identify and implement consensus-based solutions to the neighborhood's significant environmental and social challenges. UNWA past and future efforts strive to:

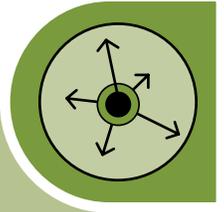
- Creating, improving and maintaining neighborhood greenways and parks as outlined in the Greenways Master Plan, Greening the Crossroads and other local plans.
- Extending the Central Canal Greenway through the neighborhood, providing connectivity while simultaneously addressing the public health threat posed by the numerous brownfields along this section of the canal.



MLK Sreet streetscape improvements

WHAT IS A BROWNFIELD? BROWNFIELDS ARE PROPERTIES THAT ARE POTENTIALLY CONTAMINATED WITH ENVIRONMENTAL POLLUTANTS. THESE CHEMICALS MAY BE PRESENT IN BUILDINGS, SOIL OR GROUNDWATER AND ARE TYPICALLY A RESULT OF HISTORIC INDUSTRIAL OPERATIONS AT A SITE. THIS CONTAMINATION MAY POSE HEALTH RISKS TO NEARBY RESIDENTS AND MUST BE INVESTIGATED AND CLEANED BEFORE THE PROPERTY IS REDEVELOPED, A COSTLY UNDERTAKING THAT MAKES BROWNFIELDS LESS ATTRACTIVE FOR INVESTORS. FIND OUT MORE ABOUT BROWNFIELDS ON EPA'S WEBSITE.

[HTTP://WWW.EPA.GOV/BROWNFIELDS/](http://www.epa.gov/brownfields/)



UNITED NORTH WEST AREA (UNWA) (CONT.)
CIVIC ENGAGEMENT AND ENVIRONMENTAL JUSTICE

- Improve the livability of UNWA while stimulating the critical business investment needed to address the area's unemployment rate.
- Increasing the community's capacity to improve the environment, economy and quality of life.
- Building upon existing efforts to engage community members in planning and development of projects that improve the local environment for community benefit.
- Promoting the use and reuse of existing infrastructure (roads, bridges, sewers, water lines, electrical and telecommunications cables) by directly supporting brownfield redevelopment.

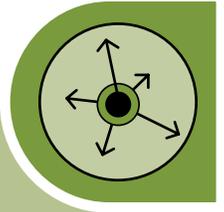
VETERANS HOUSING: LINCOLN APARTMENTS
EQUITABLE SERVICES AND ACCESS
& HOUSING AFFORDABILITY

On Thursday, November 8, 2012, Mayor Ballard was joined by partners across public and private sectors in the greater Indianapolis community to break ground on Lincoln Apartments, the city's first permanent supportive housing facility for 75 homeless veterans, located at 530 Holmes Ave. on the City's near-west side.

The City of Indianapolis donated the land for the facility and remediated environmental problems associated with an ironworks foundry formerly located on the property.

75
**VETERANS
PROVIDED
HOUSING**

IN 2008, THE INDIANA PERMANENT SUPPORTIVE HOUSING INSTITUTE (IPSHI) LAUNCHED AN INITIATIVE TO ADDRESS THE NEED FOR PERMANENT SUPPORTIVE HOUSING AND SERVICES FOR THE CHRONICALLY HOMELESS. IPSHI IS A COLLABORATION BETWEEN IHEDA, THE CORPORATION FOR SUPPORTIVE HOUSING (CSH), DIVISION OF MENTAL HEALTH AND ADDICTION AND THE GLCF. AS A PART OF IPSHI, THE INSTITUTE PROVIDES INTENSIVE, INTERACTIVE, TECHNICAL TRAINING TO HELP ORGANIZATIONS MOVE SUPPORTIVE HOUSING AND SERVICE PROGRAMS FROM CONCEPT TO COMPLETION.

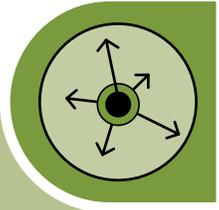


VETERAN HOUSING: LINCOLN APARTMENTS (CONT.)
EQUITABLE SERVICES AND ACCESS & HOUSING AFFORDABILITY

Volunteers of America of Indiana will coordinate continuing care once the facility is open and serving Indiana veterans. Services will focus on continued stabilization of housing for veterans and their development of skills, including healthy lifestyles, relationship building/reunification, appropriate utilization of community resources, employment counseling, improved financial stability and community involvement. Participation in services is voluntary and is based on those area in which veterans seek to make changes in their lives.

LINCOLN APARTMENTS WILL BE FULLY FURNISHED UPON OPENING IN FALL 2013. WHILE BEDROOM FURNISHINGS HAVE BEEN PROVIDED, COMMON AREAS AND SPECIAL-PURPOSE ROOMS ARE NOT YET FURNISHED. THE PUBLIC MAY CONTRIBUTE TO THE LINCOLN APARTMENTS GIFT REGISTRY AT [HTTP://APP.THEARIT.COM/GREAT-LAKES-CAPITAL/LINCOLNAPARTMENTSSERVINGOURVETERANS.HTML](http://app.thearit.com/great-lakes-capital/lincolnapartmentsservingourveterans.html). THIS WEBSITE WILL BE UPDATED WITH PICTURES AND STORIES ABOUT LINCOLN APARTMENTS AND ITS FUTURE VETERAN RESIDENTS.

“ After CSH explained the tools available to us as developers and financing agents, we were excited to get to work helping our veterans get off the streets and into facilities where they could get the help they need.” - Mark McDaniel, President and CEO of GLCF



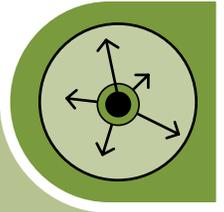
2012 MAYOR'S COMMUNITY SERVICE AWARDS
CIVIC ENGAGEMENT

Mayor Ballard recognized outstanding Indianapolis residents with awards to highlight and honor those who continually give their time to strengthening our community through contributions and service projects. This year's 20th annual awards ceremony recognized residents from all areas of Indianapolis and Marion County. Following tradition, a brick was engraved with each recipient's name and placed at the Mayor's Volunteer Plaza at the 11th Street canal basin.

“Indianapolis is known for its compassionate residents who eagerly give their time to help those in need. The positive impact these individuals have on strengthening the Indianapolis community is truly commendable, and I am honored to pay tribute to their exemplary volunteer contribution and dedication to improving our neighborhoods.”
– Mayor Greg Ballard

2012 MAYOR'S COMMUNITY SERVICE AWARD RECIPIENTS

Pastor Eddy Arismendy	United Hispanic Pastor Association
Pastor Audrey Berden	Virtue And Praise Ministries Inc.
Ron Hendrix	Pike Township Fire Department and founder of Just Cause
Lakeisha Wynn Jackson	Far-East Side Community Chair of Weed and Seed, Let Our Voices Excel (LOVE) committee, Grassy Creek Community Council, Drug-Free Indianapolis Committee, Quality of Life Plan Committee, 38th Street Corridor Planning Committee and Pathway Resource Center Inc.
Aleanya Moore	Ladies Under Construction and Youth Adviser for the NAACP of Indianapolis
Dorothy Moore	Goodwin Center
William "Mack" McClure	Jewel Human Services, Veterans Hospital, Wheeler Mission, Salvation Army and Mozel Sanders Foundation
Peggy Neal	Indianapolis Junior League; Decorators' Show House for the St. Margaret's Hospital Guild; Indianapolis 500 Festival Mini-Marathon, including serving as Co-Chair for Three Years on its Princess Program; Presidents Roundtable; Conner Prairie Alliance; and Indiana Children's Wish Foundation
Jason Ward	Haughville Community and Director of Employment Services with Westside Community Ministries
Super Bowl XLVI Volunteers	Represented by President and CEO Allison Melangton



MAYOR'S ACTION CENTER

EQUITABLE SERVICE & ACCESS

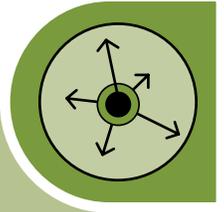
The Mayor's Action Center handled 213,990 inbound calls in 2012. In addition, the Mayor's Action Center had more than 35,000 requests for service submitted through our RequestIndy online and mobile applications. Even with the volume of calls the Mayor's Action Center receives on a daily basis, the customer service representatives were still able to answer all calls in an average of two seconds in 2012. In addition, the number of abandoned calls in the Mayor's Action Center decreased by 53 percent from 2011, taking the abandoned call rate under 1 percent. The Mayor's Action Center strives to ensure customer satisfaction through the outbound call program. In 2012, our staff placed 28,309 outbound calls, an 11 percent increase from 2011.

Flooding, abandoned buildings and high weeds and grass are all issues for which the Mayor's Action Center commonly receives phone calls. In 2012, the Mayor's Action Center no longer took complaints regarding flooding due to the transfer of our water company to Citizens Energy Group. Still, the Mayor's Action Center referred nearly 2,000 callers to Citizens Energy Group in 2012. In 2012, the Mayor's Action Center referred citizens to the MCHD more than 600 times for abandoned building-related issues. The Department of Code Enforcement runs the City's high weeds and grass program. In 2012, the Mayor's Action Center received more than 25,000 high weeds and grass requests, via phone calls, RequestIndy online and the RequestIndy mobile applications.



213,990

**Mayor's Action
Center inbound
calls in 2012**



HUMAN SERVICES

WINTER ASSISTANCE FUND

Formerly known as the Angel Fund, the Winter Assistance Fund began in 1983 in collaboration with the office of Indianapolis Mayor William Hudnut. From January through May, the program provides assistance to Marion County residents who can't afford heat and electricity but do not qualify for the government's Low Income Energy Assistance Program. Between 1996 and 2012, \$5,433,716 was provided to 20,926 households for electricity and heating costs. In 2012 alone, 1,022 homes received \$341,664 in assistance.

HUMAN SERVICES

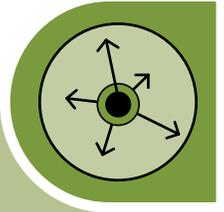
INDY HOMELESS CONNECT

Mayor Ballard and First Lady Winnie Ballard are honorary co-chairs for a one-day event, now in its seventh year, that offers homeless citizens dozens of core services under one roof, such as acute medical care, mental health counseling, legal advice, employment guidance and housing assistance. Indy Homeless Connect also provides extra services, like free phone calls, books and haircuts. In 2012, more than 650 volunteers and 100 organizations served the needs of more than 1,000 homeless neighbors.

1,022
HOMES RECEIVED
ASSISTANCE

RESIDENTS, BUSINESSES, SERVICE PROVIDERS
OR CHARITABLE ORGANIZATIONS INTERESTED IN
VOLUNTEERING OR MAKING DONATIONS TO INDY
HOMELESS CONNECT SHOULD VISIT THE **COALITION
FOR HOMELESSNESS INTERVENTION AND
PREVENTION (CHIP)** WEBSITE LOCATED AT
WWW.CHIPINDY.ORG OR CALL (317) 472-7631.

“ This event provides some of our city’s most vulnerable citizens the services they need most — not just on a single day, but, moving forward, throughout the year. Indianapolis is filled with compassionate people who come together to support our neighbors, and I encourage our many engaged residents to think about volunteering or contributing in other ways. These life-changing services have a tremendous impact on individuals and families, and we need volunteers, donors and others to spread the word about this great day of caring.” - Mayor Greg Ballard



ENVIRONMENTAL JUSTICE

MARTINDALE BRIGHTWOOD

EQUAL JUSTICE COLLABORATIVE

Martindale Brightwood Environmental Justice Collaborative was formed to reduce high-priority environmental threats to residents' health and welfare and adopted a 13-point Environmental Justice Declaration calling for government action to correct environmental injustice in the neighborhood.

THE 2009 MARTINDALE BRIGHTWOOD NEIGHBORHOOD PLAN FOUND THAT 31 PERCENT OF THE RESIDENTIAL STRUCTURES IN THE NEIGHBORHOOD (1,048 HOMES) NEED SOME LEVEL OF REINVESTMENT OR REPAIR. FURTHERMORE, 46 PERCENT OF COMMERCIAL PROPERTIES AND 30 PERCENT OF RESIDENTIAL PROPERTIES IN MARTINDALE BRIGHTWOOD ARE VACANT OR ABANDONED. RECENT STUDIES SHOW THESE PROPERTIES ARE OFTEN CHARACTERIZED BY CODE VIOLATIONS, SUCH AS BROKEN WINDOWS AND DOORS, LARGE RUBBISH AND OTHER SIGNS OF DISREPAIR. MARTINDALE BRIGHTWOOD REPRESENTS LESS THAN 1 PERCENT OF THE LAND AREA IN MARION COUNTY, YET ACCOUNTS FOR 12 PERCENT TO 13 PERCENT OF ALL ILLEGAL DUMPING SERVICE REQUESTS FOR THE COUNTY.

ACCORDING TO THE MCHD, THE MARTINDALE BRIGHTWOOD NEIGHBORHOOD — WHEN COMPARED TO MARION COUNTY AS A WHOLE — HAS HIGHER RATES OF LEAD POISONING IN CHILDREN. ELEVATED LEVELS OF LEAD IN BLOOD CAN LOWER A CHILD'S ATTENTION SPAN, IQ AND READING SCORES.