

COMMUNITY ACTION IN IOWA



Division of Community Action Agencies
Helping People. Changing Lives.

2001 Annual Report



THOMAS J. VILSAK
GOVERNOR

SALLY J. PEDERSON
L.T. GOVERNOR

DIVISION OF COMMUNITY ACTION AGENCIES
WILLIAM J. BRAND, ADMINISTRATOR

Dear Iowans,

Community Action in Iowa in 2001 again proved itself to be at the forefront of innovative strategies to empower low-income citizens to become more self-sufficient and full participants in their communities.

No other network in our state leverages the state, federal, local,, public and private resources to address the issues of poverty in our communities that Community Action accomplishes annually. Last year, this network leveraged over \$140 million for their efforts, while marshaling over 14,000 individual volunteers who donated nearly one half million hours to the betterment of their communities.

From child lead screening in Ida County, The Learning Center in Charles City, the Hispanic Facilitator Program in henry County, and the Crisis Child Care program in Ringgold County, to the Parents as Teachers program in Southeast Iowa, the Free Clinic in Estherville, the Early Childhood Development Center in Onawa, and the Family Resource Centers in Cedar Rapids, this report details only a small sampling of initiatives spearheaded by local community action agencies in the past year.

The Division of Community Action Agencies at the Iowa Department of Human Rights is proud to be a key partner in this statewide, community-based effort to improve the quality of life for all citizens in Iowa. I invite your closer examination of the many accomplishments described in this report.

Sincerely,

William Brand

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COMMUNITY ACTION AGENCIES PROFILE

Iowa's 18 Community Action Agencies (CAA's) exist to develop solutions to poverty in communities throughout the state. The majority of Community Action Agencies are private, non-profit organizations that network with other local organizations to enhance opportunities to serve the people in the community. They receive funding to administer their programs from a variety of federal, state, local public and private sources. Community Action Agencies have efficient delivery systems. Overall, the administrative funding for Community Action Agencies is around six percent. Community Action Agencies network with other programs in the community for efficient coordination of services.

Community Action Agencies build strong families and communities. Low-income families receive help in implementing family self-sufficiency plans to assist them in removing barriers to obtaining full employment and full potential. Housing development, community investment, and economic development help to improve the quality of life for low-income and elderly Iowans.

COMMUNITY ACTION AGENCIES

The Division of Community Action Agencies is located within the Iowa Department of Human Rights and is the focal point for Community Action Agency activities within state government. The Division contains the following three bureaus:

Bureau of COMMUNITY SERVICES

The Bureau of Community Services administers three anti-poverty programs: Community Services Block Grant (CSBG), Family Development and Self-Sufficiency grant program (FaDSS), and the Community Food and Nutrition grant program (CFN).

The CSBG funds are distributed to Iowa's 18 Community Action Agencies (CAAs). The Iowa CAAs create, coordinate, and deliver many programs and services to low-income Iowans. CSBG funds the central management and core activities of these CAAs. The impact of these funds is felt throughout the community. The CAAs use the funds to mobilize additional resources from local businesses and foundations, as well as other public sources, to combat the central causes of poverty in their communities and to assist low-income individuals in achieving self-sufficiency and ensure their basic needs are met. In FY 2001, CAAs served over 117,000 families and 295,000 individuals. The 18 Iowa CAAs also received over \$146,000,000 in federal, state, local, and private funding.

During Fiscal Year (FY) 2001, the Bureau of Community Services, in partnership with the Iowa Community Action Association and the National Resource Center for Family Centered Practice at the University of Iowa School of Social Work, continued the implementation of the Automated Assessment for Family Progress data collection system. The system is designed to collect outcomes related to changes in families over a period of time. Among the benefits of the system is the measurement of beneficial results occurring for families as a result of CAA programs and services and using it as a tool to improve the management of services provided

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

for individuals and families. This system is also an integrated component of the automated intake and participant tracking system the state's CAAs use.

In partnership with the Iowa Department of Human Services, the bureau administers the FaDSS grant program. FaDSS provides services to Family Investment Program families facing multiple barriers to self-sufficiency. The FaDSS program provides comprehensive in-home services through certified Family Development Specialists to approximately 3,800 families. The FaDSS program is a nationally recognized model which has demonstrated that it pays off, both in social and economic terms, to invest in high quality intensive services by partnering with families at risk for long-term welfare dependency.

The Bureau of Community Services also administers the Community Food and Nutrition grant program. Funds from this grant are expended for a statewide community food and nutrition project that impacts all of Iowa's counties.

This year the Community Action network began its national branding campaign. The campaign will create and promote a distinct and compelling image of the Community Action network. The new name, byline, and tag line: "**Community Action Partnership – Helping People. Changing Lives.**" symbolizes Community Action Agencies as national partners that are compassionate and dedicated to improving communities.

The network has also adopted "*The Promise of Community Action.*"

"Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other."

Bureau of WEATHERIZATION

The Bureau of Weatherization administers a federal grant program, Low-Income Weatherization Assistance Program (WAP). This is the nation's largest residential energy efficiency program. The program reduces the burden of energy costs to low-income and fixed-income persons, particularly the elderly, disabled, and families with children, by improving the energy efficiency of their homes and ensuring their health and safety. In 2001, 48% of the households served included at least one elderly person, 56% included at least one disabled person and 21% included young children.



The Iowa Weatherization Program partners with Iowa's Low-Income Home Energy Assistance Program (LIHEAP). While the LIHEAP Program provides crisis relief by helping clients who have an immediate need for financial assistance with energy costs, the Weatherization Program provides clients with long-term financial relief by reducing the amount of energy their homes use. It addresses the core problem that low-income clients have with respect to their energy burden.

In addition to \$3.3 million in federal Department of Energy funds, the Bureau also received \$2.6 million from LIHEAP and \$2.2 million from investor-owned utility companies to supplement the federal funds.

Professionally trained technicians in the program use a computerized energy audit to determine the most appropriate and cost-effective energy-saving measures

that should be applied to the house. Typical measures include sealing air leaks, installing insulation in attics, walls, and crawlspaces, tuning and upgrading heating systems, and installing low-cost energy conservation measures.

The program also conducts a health and safety check on every home weatherized. This consists of inspecting all combustion appliances for carbon monoxide and for the proper venting of gases. Unsafe furnaces are repaired or replaced. Homes are also inspected for other possible health and safety problems such as mold and unsafe electrical wiring. Carbon monoxide detectors and smoke detectors are installed in certain situations.

Besides the benefits of reducing low-income households' energy use and ameliorating many health and safety problems in the homes, the program also provides these additional benefits:

- Provides households with education in energy-saving practices
- Increases the comfort in the homes that are weatherized
- Reduces the nation's dependence on foreign oil
- Reduces carbon emissions and other air pollutants
- Preserves housing stock for low-income households

Bureau of ENERGY ASSISTANCE

The Bureau of Energy Assistance administers the federally funded Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP is designed to assist qualifying low-income households in the payment of a portion of their winter heating costs, and to encourage energy conservation through client education and weatherization. All households applying for LIHEAP are simultaneously making application for weatherization assistance. The program provided assistance to over 83,728 Iowa households in FY 2001.

LIHEAP payments are weighted to award higher benefits to targeted households. These households include the elderly, disabled, working poor and households with children under six years of age. Additionally, benefits are weighted to account for a household's level of poverty. Beyond regular assistance payments, LIHEAP has two additional components: Assessment and Resolution and Emergency Crisis Intervention Program (ECIP).

Activities covered under the Assessment and Resolution component include delivering client energy conservation education, referral to outside services, family needs assessment, budget counseling, vendor negotiation, household energy use assessment, household energy use planning, and low-cost energy efficiency measures.

The ECIP component of LIHEAP provides immediate assistance to alleviate life-threatening situations. Assistance payments are made for repair or replacement of a furnace or heating system, obtaining temporary shelter, purchase of blankets and/or heaters, emergency fuel

deliveries, purchasing or repairing air conditioning equipment when medically necessary, purchasing fans, and transporting clients to cooling centers during times of extreme heat. Households certified eligible for LIHEAP (those at or below 150% of the Federal Poverty Guidelines) are protected from disconnection of gas or electric service from November 1st until April 1st under Iowa's winter moratorium law.

IMPACT OF UNAFFORDABLE ENERGY ON IOWA FAMILIES:

Despite efforts to reduce winter heating bills to more affordable levels, and to seek assistance to help pay for high winter bills, the simple reality is that high heating bills during Iowa's harsh winters are often unaffordable to low-income Iowans. When faced with unaffordable bills, many Iowans go without medical care, food, and other necessities in order to make their energy payments.

— Jerry McKim, LIHEAP Bureau Chief

In autumn 2000, Iowa Governor Thomas Vilsack and Lt. Governor Sally Pederson appointed a statewide task force of Iowa leaders, citizens and business owners to study Iowa's energy consumption, supplies and efficiency. The group was charged with three major goals:

- Ensure Iowa has an adequate supply of energy in the short and long term.
- Provide Iowans with affordable energy in the short and long term.
- Ensure Iowa is maximizing energy efficiency and production of renewable energy.

The following are Task Force recommendations for Low-Income Programs:

Iowa and the nation have a historical commitment to ensuring the basic needs of all citizens. Energy has become a basic need, and increasing costs have significantly affected lower-income Iowans' abilities to adequately heat their homes and provide for their families. The Task Force believes strongly that the State of Iowa should guarantee that future energy supplies are affordable to lower-income citizens. Working to increase sup-

plies, decreasing demand through conservation, and investing in energy efficiency all contribute to affordability. Energy assistance and weatherization are also critical components of affordability for those struggling to provide life's necessities.

Due to unprecedented spikes in natural gas costs in the winter of 2000-2001, the three Investor-Owned Utilities in Iowa reported a 26 percent increase in residential disconnects for non-payments compared to last year (January through August 2000 versus January through August 2001). At the end of March 2001, Investor-Owned Utilities reported 16,931 LIHEAP households were \$7.5 million behind in their energy payments. This represented an 88 percent increase in what was owed to utility companies compared to March 2000, and a 26 percent increase in the number of households. Not only did more households have trouble paying, the amount owed was significantly greater.

In light of this data, the Task Force believes the State of Iowa must create additional funding sources, stronger policies, and increased programming to provide appropriate assistance to low-income Iowans.

RECOMMENDATIONS:

PUBLIC BENEFIT FUND.

Establish a public benefit fund to achieve the goal of reducing total energy burdens for low-income Iowans to eight percent of total household income. Possibilities for funding include: flat fees (by category or type of customer, i.e. residential, commercial and industrial) collected from all natural gas, electric and deliverable fuel customers through the billing process; or an allocation from the state general fund. Included would be customers of Investor-Owned and Consumer-Owned Utilities. The level of funding would be determined by completing an annual needs assessment, conducted by the Department of Human Rights. The federal appropriation for LIHEAP and Weatherization would be subtracted from the total funding needed for the public benefits fund.

DISCONNECT PROTECTION.

Establish moratorium/disconnection protection (from November 1 through March 31) for any residential household at or below 185 percent of federal poverty guidelines. The local energy assistance provider or utility company may conduct verification of income. Customers are automatically eligible for protection against disconnection if they receive any form of public

assistance that uses income eligibility at or below the 185 percent guidelines. Currently, LIHEAP eligibility is at 150 percent, but the program could at some point opt for the highest standard allowable. Additionally, only those households eligible for LIHEAP are now protected. This new provision would protect the 65 percent or more of eligible households that do not apply to the LIHEAP program, but may indeed be receiving other public assistance.

VOLUNTARY FUND.

Expand and enhance the statewide customer contribution fund that collects voluntary donations to assist those in need. A repetitive statewide marketing campaign could be implemented to raise awareness of the needs and provide more opportunity to help through tax-deductible contributions. Establish minimum and uniform guidelines to be used for the distribution of funds to those eligible for other low-income assistance programs.

“ I want to express my gratitude for the financial assistance extended to me to help me pay my heating energy costs.

I would be in very deep trouble without your help.

I am doing my part in conserving energy use by keeping the thermostat setting low and dressing warmer.”



HISTORY

The Family Development and Self-Sufficiency (FaDSS) grant program was created by the 1988 Iowa General Assembly. The Assembly also created the FaDSS Council within the Department of Human Services to study, fund, and evaluate programs that provide development services to families who are at risk of long-term welfare dependency.

The Department of Human Services contracts with the Department of Human Rights, Division of Community Action Agencies to administer the FaDSS Grant Program.

FUNDING

During Fiscal Year 2001, FaDSS was funded through an appropriation of \$5,697,825 in TANF block grant funds. In addition to the TANF funds, local grantees provided \$1,473,418 in local and in-kind funds to supplement FaDSS.

NETWORK

FaDSS is provided in *all of Iowa's 99 counties* through a network of eighteen agencies (community action agencies, faith-based organizations, and other public and private non-profits) with Certified Family Development Specialists who are mandatory child abuse reporters.

HOW FaDSS WORKS

FaDSS is a holistic, strength-based, in-home family program that focuses on **preventive services**, and facilitates **long-term family change**. FaDSS offers an array of comprehensive services and is the **only** provider that promotes both self-sufficiency and family stability to families receiving Family Investment Program (FIP) benefits.

FaDSS provides services to:

- The most fragile families;
- Families with small children (3,834 families, with 8,396 children, of which 4,491 were between the ages 0-5);
- Families of an ethnic minority group (25% of the families served were of an ethnic minority group).

FaDSS provides:

- Goal setting and goal attainment skills,
- Parenting skill development,
- Protection for children,
- Families with links to informal and formal connections within their community,
- Thorough assessment of strengths,
- Budgeting skills,
- Role modeling of healthy behaviors,
- Self-advocacy skills, and
- Assistance to communities throughout Iowa to respond to low-income families facing multiple issues in a strength-based manner.

MISSION

Improve the lives of families at risk of long-term welfare dependency or family instability by creating opportunities for self-sufficiency.

FAMILIES FACE MANY BARRIERS

Families in FaDSS face many barriers to self-sufficiency. Below is a summary of issues families faced during 2001. For a complete list of issues faced by FaDSS families see *Snapshot of Issues Faced by FaDSS Families* in the 2001 FaDSS Annual Report.

BARRIERS

Barriers Faced by Families	PJ Survey (1)	FaDSS Snapshot (2)
Mental Health Issues	13%	44%
Substance Abuse	5%	49%
Housing Issues	5%	26% (3)
2 or More Barriers	46%	73%

1. Survey completed by PROMISE JOBS staff on 1,095 participants that received FIP for at least 32 months.
2. FY 2001 Snapshot of Issues Faced by FaDSS Families
3. Homeless or near homeless during FY 2001



FADSS PROGRAM RESULTS

FAMILY INVESTMENT PROGRAM USAGE

Of families that stayed in FaDSS for up to 90 days after leaving FIP, 72% stayed off FIP for at least one year.

As FaDSS families moved from welfare to employment the state of Iowa realized a savings of \$1,874,351 in FIP cash assistance.

EMPLOYMENT

Approximately 74% of FaDSS families became employed during FY 2001.

FaDSS families earned \$5,669,356 in wages in FY 2001, which represents over 70% of their income.

PROTECTING CHILDREN

Nearly 30% of FaDSS families have a child in the home that is a survivor of child abuse.

FaDSS workers make child protection a top priority, which last year resulted in 411 children placed out of their homes. FaDSS services allowed 135 of these children to return to their families.

In FY 2001, the Iowa Legislature designated FaDSS workers as mandatory child abuse reporters.

EDUCATION GOALS ACHIEVED

- 104 GED/High School Diploma
- 103 Certification Program
 - Associate Degree
 - Bachelor's Degree

ACCOUNTABLE GOVERNMENT

Every dollar invested in FaDSS results in an annual return of \$1.33 in wages earned and FIP savings.

MENTAL HEALTH AND SUBSTANCE ABUSE TREATMENT

1,296 or 77% of households that had an individual with identified mental health issues received treatment while participating in FaDSS in FY 2001.

343 or 18% of households that had an individual with current or past substance abuse issues received treatment while participating in FaDSS in FY 2001.

COMMUNITY ACTION AGENCIES

In Iowa

1. COMMUNITY DEVELOPMENT DEPT./CITY OF DES MOINES
Persons Served: 22,473
FY 2001 Funding Received: \$5,458,426
FY 2001 In-kind Contributions: \$150,000

2. COMMUNITY OPPORTUNITIES, INC.
Persons Served: 11,938
FY 2001 Funding Received: \$6,247,758
FY 2001 In-kind Contributions: \$642,327

3. HAWKEYE AREA COMMUNITY ACTION PROGRAM
Persons Served: 22,896
FY 2001 Funding Received: \$16,719,582
FY 2001 In-kind Contributions: \$2,373,908 (donated items only)

4. IOWA EAST CENTRAL T.R.A.I.N.
Persons Served: 27,224
FY 2001 Funding Received: \$14,658,293
FY 2001 In-kind Contributions: \$900,000

5. MATURA ACTION CORPORATION
Persons Served: 10,020
FY 2001 Funding Received: \$3,748,068
FY 2001 In-kind Contributions: \$901,413

6. MID-IOWA COMMUNITY ACTION, INC.
Persons Served: 16,417
FY 2001 Funding Received: \$9,337,044
FY 2001 In-kind Contributions: \$460,395

7. MID-SIOUX OPPORTUNITY, INC.
Persons Served: 10,609
FY 2001 Funding Received: \$6,277,497
FY 2001 In-kind Contributions: \$582,030

8. NORTH IOWA COMMUNITY ACTION ORGANIZATION
Persons Served: 14,753
FY 2001 Funding Received: \$9,176,220
FY 2001 In-kind Contributions: \$434,477

9. NORTHEAST IOWA COMMUNITY ACTION CORPORATION
Persons Served: 13,711
FY 2001 Funding Received: \$10,443,987
FY 2001 In-kind Contributions: \$442,236

10. OPERATION THRESHOLD
Persons Served: 16,671
FY 2001 Funding Received: \$5,556,709
FY 2001 In-kind Contributions: \$43,874

11. OPERATION: NEW VIEW COMMUNITY ACTION AGENCY
Persons Served: 17,154
FY 2001 Funding Received: \$5,325,426
FY 2001 In-kind Contributions: \$257,134

12. RED ROCK AREA COMMUNITY ACTION PROGRAM
Persons Served: 15,329
FY 2001 Funding Received: \$3,356,806
FY 2001 In-kind Contributions: \$157,706

13. SOUTH CENTRAL IOWA COMMUNITY ACTION PROGRAM
Persons Served: 7,859
FY 2001 Funding Received: \$4,862,803
FY 2001 In-kind Contributions: \$35,634

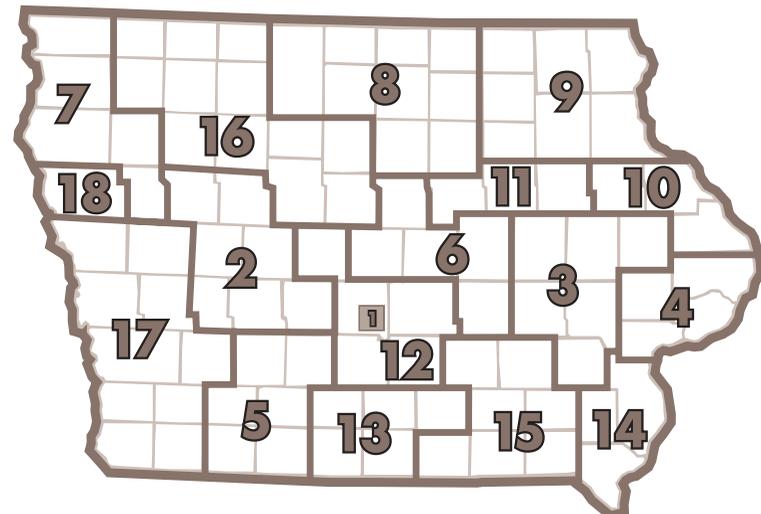
14. SOUTHEAST IOWA COMMUNITY ACTION ORGANIZATION
Persons Served: 14,032
FY 2001 Funding Received: \$8,437,312
FY 2001 In-kind Contributions: \$632,808

15. SOUTHERN IOWA ECONOMIC DEVELOPMENT ASSOCIATION
Persons Served: 13,887
FY 2001 Funding Received: \$8,184,226
FY 2001 In-kind Contributions: \$395,297

16. UPPER DES MOINES OPPORTUNITY, INC.
Persons Served: 26,252
FY 2001 Funding Received: \$10,580,587
FY 2001 In-kind Contributions: \$804,921

17. WEST CENTRAL DEVELOPMENT CORPORATION
Persons Served: 22,676
FY 2001 Funding Received: \$11,103,253
FY 2001 In-kind Contributions: \$2,791,818

18. WOODBURY COUNTY COMMUNITY ACTION AGENCY
Persons Served: 11,874
FY 2001 Funding Received: \$6,718,911
FY 2001 In-kind Contributions: \$905,066



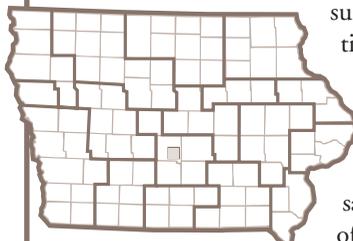
COMMUNITY DEVELOPMENT DEPT./CITY OF DES MOINES

James Grant, Director • CSBG, WX and LIHEAP: Barb Ashton

The 1996 reorganization of Des Moines City departments placed responsibility for the development and operation of the City's Community Action Program with the Community Development Department and its Community Services Division (CSD). During this past year, the CSD continues to be involved in both internal and external coordination of activities and education concerning the issues of low-income city residents.

Several highly visible programs were again successfully operated including the collection of food, cash, and distribution of 1,010 Holiday Food Baskets and food certificates at local supermarkets, as well as, the operation of 42 neighborhood association-sponsored SCRUB cleanups. The SCRUB cleanups accounted for 1,135 tons of junk and debris removed from neighborhoods in Des Moines. CSD staff work with neighborhood associations, which provide volunteers for this Saturday cleanup program.

Weatherization staff began the evaluation of 23 Des Moines Coalition for the Homeless Transitional Housing units in September of 2000. All these units were completed by the summer of 2001. The Coalition pays utilities for its transitional housing while charging residents 30% of their income for rent. This money is escrowed for the residents' use when they leave for permanent housing. Weatherization will save the Coalition a considerable amount of money. This was a great partnership



between two service providers in the City of Des Moines.

CSD staff worked with over 774 families to re-establish utility service or avoid disconnection of service in FY 2001. Funds from MidAmerican Energy's I-CARE customer service program, CSBG utility assistance program, and the City's own franchise fees, coupled with other funding sources, assist households facing a utility emergency.

In May 2001 the City of Des Moines instituted an enterprise-wide computer system, HEAT-CRSS. The HEAT system is a call-logging and assignment program used by all city employees. The CSD provided call-type information on 60 different Community Action Agency (CAA) activities for the system and has begun to log all phone calls through it. Face-to-face interactions at the CAA are recorded through the Client Information System. All city employees now can provide information on 60 different CAA programs that can assist low-income residents.

A "Community Services Fund" was established in FY 2000 to take private donations. Funds will be used to elevate crisis situations when other funds are unavailable or cannot be used for the situation. The Community Services Fund is featured on our web site as one of many volunteer opportunities.

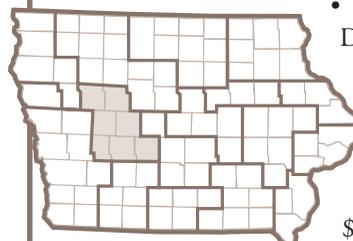
602 East First Street • Des Moines, IA 50309 • Phone:(515) 283-4182 • Fax: (515) 237-1694

COMMUNITY OPPORTUNITIES, INC.

Lloyd DeMoss, Executive Director • CSBG: Marla Janning • WX and LIHEAP: Lois Moberg

The following are Community Opportunities, Inc.'s accomplishments for FY 2001:

- Community Opportunities, Inc., has become involved in the management of area child care centers. In Sac City, a new Child Development Center, called "Kids World" is being built. The center will house Head Start and the early Child Development Center. All employees of the center will be Community Opportunities, Inc. employees. In Manning, Community Opportunities, Inc. signed a management contract. The Manning Child Care Center is paying Community Opportunities, Inc. for off-site management, which translates into the time of one social worker to act as Center Director. These employees will not be agency staff.
- Received a \$1,500 grant from Calhoun County Empowerment for Head Start School Readiness. This will be used to purchase math, reading, and science education materials.



- Received \$500 from the Sac County Decategorization project for Head Start transportation.
- St. Martin's Episcopal Church in Perry funded the Child Health Program \$1,000 for lead screening, WIC \$500 for bilingual prenatal classes, and

\$500 for Head Start transportation.

- The Multi-Community Housing Program received a grant that supports the communities of Galva and Holstein.
- The Dallas County Family Development Center moved to a new location in Perry.
- The Elderbridge Agency on Aging awarded Community Opportunities, Inc. additional funding to provide Low-Income Home Energy Assistance to 42 additional families.
- Funding from the United Way of Central Iowa assisted 43 families this past year. Funds provided assistance with emergency housing, medical needs, and clothing needs.

603 West 8th Street • P.O. Box 427 • Carroll, IA 51404-0427 • Phone: (712) 792-9266 • Fax: (712) 792-5723

HAWKEYE AREA COMMUNITY ACTION PROGRAM, INC.

Don Maniccia, Executive Director • CSBG: Mary Nugent • WX: Jeff Johnson • LIHEAP: Mitch Finn

Although a challenging year comes to a close and with an even more difficult year forthcoming, HACAP continues to move to make the lives of low-income families and children bearable today and full of hope for a better future.

HACAP has just completed its first year in a central office and warehouse facility that has consolidated administrative and technical services into a single, more efficient and more accessible operation for employees, volunteers, board members, and collaborative agencies.

HACAP is developing the best systems and resources we can to help families and individuals get what they need through site-based partnerships (Family Resource Centers). We support and encourage multiple organizations to offer their services at a single location to reduce cost, improve service accessibility, and to promote a greater sense of community.

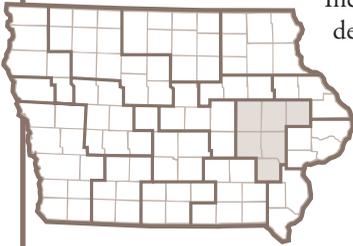
This summer, HACAP merged the Financial Assistance Network, Crisis Child Care, Child Care Resource and Referral, Informational Systems, and Planning to form the Community Action and Information Systems (CA&IS) division. The CA&IS team utilizes the Low-

Income Home Energy Assistance Program's delivery system to create a year-round service staff structure to assist our Family Resource Centers and to provide a region-wide Internet-based network to process requests for financial assistance from multiple public and private funds.

Utilizing the "Single Point of

Contact" strategy with the agency-wide Client Information System (CIS) database, HACAP can help families meet multiple needs at one location. Combining the Single Point of Contact with CIS has resulted in an efficient, effective, and economical management structure through shared administrative roles between HACAP Regional programs.

HACAP is working very hard with other local service groups and individuals to develop and sustain effective, caring, and economical methods of providing the needed programs and services to our community members. We appreciate the technical assistance the Division of Community Action Agencies provides.



1515 Hawkeye Drive • P.O. Box 490 • Hiawatha, IA 52233 • Phone: (319) 393-7811 • Fax: (319) 393-6900

IOWA EAST CENTRAL T.R.A.I.N.

Patricia Steiger, Executive Director • CSBG: Maureen Stoops • WX: Michael Loos • LIHEAP: Karen Lueders • FaDSS: Helen Benker

Iowa East Central T.R.A.I.N. participates on a committee (formed in the fall of 2000) that addresses low-income families with utility needs. The committee met with 59 families and worked with them toward finding ways to solve their immediate utility crisis situations. Each agency representing the committee worked with participating families to give direct financial assistance, information on their other programs, and provide the family with information on other community services. After working with a family, the family left with an action plan.

As of September 2001, 43% of the families participating were current on their utility bills, 27% not current, and 17% had their service disconnected.

This year the committee plans to target families who need more than \$500 of assistance. They plan to coordinate emergency assistance, energy assistance, and county utility funds. The committee also plans to educate families on the declining availability of resources and promote responsibility and ownership of utility bills.

The following are some additional accomplishments for FY 2001:

- The opening of Kirkwood Head Start Center, a school building purchased for \$1.00 and completely renovated with Community Development Block Grant funds. This was a collaborative effort between Iowa East Central T.R.A.I.N., the Clinton School District, and the City of Clinton.

- Negotiated \$70,000 in local funds from the United Way of the Quad Cities and the Riverboat Development Authority to provide energy assistance for families with income between 150 – 185% of poverty.

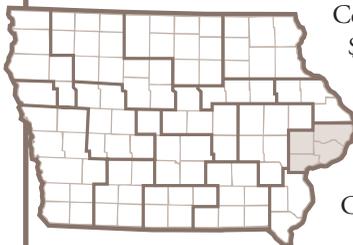
- Completed a Head Start Peer review (three – year review) with only one complaint issue, which was related to a rental facility.

- Applied for and received in excess of \$300,000 of Empowerment funds for all three Empowerment Councils in our service area. These funds were used to support Head Start, Early Head Start, and the Child Care/Vendor Voucher programs.

- During the past several years TRAIN has increased the number of Child and Adult Care Food Program providers by 27%, and has been able to maintain that increase throughout this year, thereby increasing the quality of child care in the service area.

- Implemented payroll direct deposit for employees.

- Added the program Iowa Cares. Iowa Cares is a holiday program sponsored by the Des Moines Register. Through donations from Iowa citizens, the program assists families with their unmet needs. This year funds helped pay for eye glasses, medical and dental needs, home repairs, furniture, appliances, etc.



2804 Eastern Avenue • Davenport, IA 52803 • Phone (563) 324-3236 • Fax: (563) 324-0843

MATURA ACTION CORPORATION

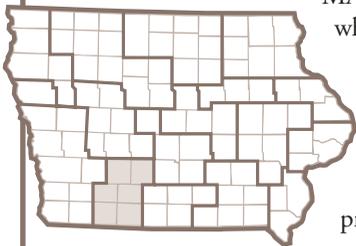
Jerry Smith, Executive Director • LIHEAP: Janice Shepard • FaDSS: Patricia J. West

MATURA Action Corporation received a grant of \$22,000 which is being used in combination with other programs to provide assistance to the homeless and the near homeless; acquired a \$15,000 donation from a major corporation to purchase food to distribute from six county outreach centers; and received a grant from the Iowa Institute for Community Alliances in the amount of \$12,000 to assist in helping homeless and near homeless get past the barriers that are putting them out of their homes.

MATURA received two batches of Empowerment funds, one was for the purchase of car seats (\$8,955). MATURA has two staff people licensed to instruct on the placing of car seats correctly and replace any recalled or broken seats. The second batch of funding was for the "Stork's Nest" (\$18,207). Stork's Nest is a place where new parents can go a couple of times each month for parenting help and items they will need to help take care of their new infant. The items are new and very good condition donated items, such as cribs, high chairs, etc.

MATURA was able to establish funding again with the Southern Iowa Rural Housing Authority (\$15,200). They are contracting with MATURA to do counseling with people who rent from them.

MATURA applied for and received \$22,840 in Head Start funds to collaborate with Child Care Resource and Referral. The funds are being used to help send child care providers get their CDA certificate.



The Child Care Resource and Referral program coordinator succeeded in getting three TANF grants for three counties (Union County \$25,753, Adams County \$6,626, and Adair County \$3,691) to collaborate with new Child Net services and to help with training the providers. This allowed Child Care Resource and Referral to hire some additional help and provide more trainings.



203 West Adams • Creston, IA 50801 • Phone: (641) 782-8432 • Fax: (641) 782-6287

MID-IOWA COMMUNITY ACTION, INC.

Magi York, Executive Director • CSBG: Owen Heiserman • WX: Barry York • LIHEAP: Diane Papelka • FaDSS: DeNette Perry

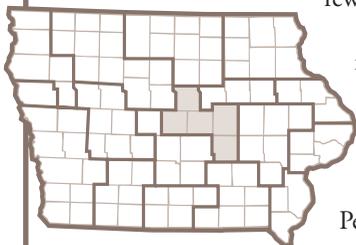
Over the past year MICA has made significant accomplishments in the areas of Head Start (HS), Early Head Start (EHS), Maternal and Child Health Services (MCH), ROMA strategic plan, the Peer-to-Peer program, and Community Action Management Academy (CAMA).

MICA applied for and received federal funds to construct a state of the art HS and EHS facility in Marshalltown. The new building will have two Head Start Classrooms and two Early Head Start classrooms. This will be the first center-based EHS program in Marshall County. The facility will include a large playground, kitchen and eating area, and parent observation area.

MICA's MCH program acquired four additional counties in the month of March. Hardin, Marshall, Tama, and Benton Counties were added. MICA's Health Services Director has received several state awards for her hard work, determination, and coordination with new agencies to successfully transition these counties.

MICA recently developed a new strategic plan for 2002-2004. The plan is officially ROMA compliant. The plan is similar to MICA's previous plan, which the agency felt was a successful and useful plan but a few "bugs" needed to be worked out.

MICA received renewed funding for the Peer-to-Peer program. Through this program MICA helps agencies in crisis by providing extensive intervention and technical assistance. Currently, there is great demand for Peer-to-Peer services.



MICA has been awarded a grant to produce a Community Action Management Academy. Through this Academy MICA will offer training to Community Action Agency (CAA) leaders from around the United States. Everyone from Executive Directors, Chief Financial Officers, to program leaders will be involved in the training. The Academy may branch out to include various other aspects of community action, such as strategic planning, ROMA, Head Start and other CAA programs.



1001 S. 18th Avenue • Marshalltown, IA 50158 • Phone: (641) 752-7162 • Fax: (641) 752-9724

MID-SIOUX OPPORTUNITY, INC.

Dick Sievers, Executive Director • CSBG: Dick Sievers • WX and LIHEAP: Julie Colling • FaDSS: Amy Heinrich

Mid-Sioux Opportunity, Inc. has implemented several projects over the past year, which have made a positive impact in the community. The Abstinence Education effort funded through the Iowa Department of Public Health has allowed Mid-Sioux to combine education efforts with two other contract agencies in Northwest Iowa. These efforts have allowed the development of billboards and theater ads, which promote abstinence. The ads will run over a 12-month period promoting the message that abstinence is the only sure method of preventing teen pregnancy and sexually transmitted diseases. These ads were developed with input from area high school students.

Mid-Sioux also developed projects with Ida County Empowerment funding, which provide lead screening, pre-school scholarships, child care equipment grants, and car seat safety projects.

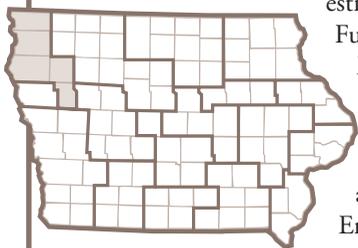
Agency efforts to develop a combined human services campus are underway in Le Mars. The first phase will renovate an existing building for Early Head Start children. Eventually, the facility will house Mid-Sioux Head Start, Mid-Sioux Outreach office, Mental Health Services, Alzheimer's Association, and day care. Total project costs are estimated to be \$700,000 to \$800,000.

Funds from various agencies, the City of Le Mars, and grants will be used to complete the renovation.

In the last fiscal year, Mid-Sioux experienced a 25% growth in families applying for the Low-Income Home Energy Assistance Program. Funding was

increased for this project; but some families did not receive assistance due to a shortfall in financial support. Local donations from utility companies, service clubs, and individuals helped to support these families.

Funding under the Community Food and Nutrition program allowed us to develop an outreach campaign for the WIC project involving three other Community Action Agencies; West Central Development Corporation, Harlan; North Iowa Community Action Organization, Mason City; and Southeast Iowa Community Action Organization, Burlington. Radio ads, posters, brochures and work with grocery stores will be the goals of this effort over the next year. Many families have responded to the radio ads. This information will be tracked this year to determine what efforts had the greatest impact.



418 Marion Street • P.O. Box 390 • Remsen, IA 51050 • Phone: (712) 786-2001 • Fax: (712) 786-3250

NORTH IOWA COMMUNITY ACTION ORGANIZATION

Dick Goerdt, Executive Director • CSBG: Barb Kellogg • WX: Murray Isch • LIHEAP: Myrna Long • FaDSS: Sandy Rayhons and Bambi Urich

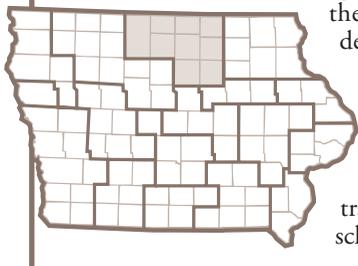
North Iowa Community Action Organization's (NICAO) Family Planning Program implemented a new billing system for Family Planning services that allowed NICAO to bill third party insurance providers directly for family planning services. The new billing system allows NICAO to maximize reimbursements to the Family Planning Program as a unique service to our Family Planning customers.

Through local collaborative efforts between the City of Charles City, Northern Trails Area Education Agency, a Floyd County child care provider program called TLC: The Learning Center, and Head Start, North Iowa Community Action successfully completed a \$1,000,000 renovation of an old Fareway store in Charles City. Using a combination of Community Development Block Grant funds, USDA Rural Development Loan funds, foundation grants, and community fundraising, the New Family Resource Center provides a variety of early childhood development services including: the TLC Community Child Care Center, two Head Start classrooms, and office space for the area education agency.

NICAO's Head Start program completed a year-long planning process adapting the national Head Start Outcomes Framework to the local program, implementing a new program curriculum, and identifying ten measurable outcomes descriptive of the most important changes that are demonstrated by local four year olds as they leave the NICAO's Head Start program and transition into the public school system. Outcomes in language development, early literacy, mathematics, and early writing skills will be tracked and measured during the FY 2002 school year.

The Family Resource Center (NICAO's Outreach site in Cerro Gordo County that also serves Worth County) was moved from an old three-story former church to a former medical clinic on the southwest side of Mason City. The advantages of the new location include: better parking, handicapped accessibility, and individual office space for 24 individuals. For the first time, the Outreach staff in this location can be assured of complete privacy as they conduct interviews and complete applications. In addition, North Iowa Community Action is able to house all of the Head Start administrative staff as well as seven Family Development Specialists working for FaDSS and the Community Partners Program. Plenty of waiting room space is available in the reception area and a conference room is available for team meetings.

NICAO was awarded one of only seven Tobacco Prevention grants from the Iowa Department of Public Health in order to implement a community-based model of tobacco prevention services targeted at pregnant women that could be replicated statewide. The program called "Smoke Free Families" is intended to help pregnant women who smoke to stop smoking in order to assure the health of their unborn child, to decrease their own health risk, and to improve the health of their family. Free services include one-on-one support to quit smoking, the "Celebrate Success" incentive program, and nicotine replacement therapy. Local partnerships include the American Cancer Society, Iowa State University Extension, Prairie Ridge Addiction Treatment Services, Mercy Medical Center-North Iowa, the United Way of North Central Iowa, the Mason City Youth Task Force, the North Central Iowa Decategorization Project, the H.O.P.E.S. Program, the Family Connections Program, and Northern Trails AEA as well as area schools, physicians offices, and the Cerro Gordo Tobacco Free Coalition.



202 1st Street SE - Suite 201 • Mason City, IA 50402-1627 • Phone: (641) 423-8993 • Fax: (641) 423-9046

NORTHEAST IOWA COMMUNITY ACTION CORPORATION

Mary Ann Humpal, Executive Director • CSBG: David Boss • WX: Scott Barnett • LIHEAP: Melodye Protsman • FaDSS: Jere Probert

The following are Northeast Iowa Community Action Agency's (NEICAC) major accomplishments for FY 2001:

- NEICAC has an in-house program that provides computers, from existing stock that doesn't meet NEICAC's technologic requirements, to Family Development and Self-Sufficiency Program clients on a loan basis. These computers were initially purchased with funds from a variety of programs.
- NEICAC's Housing Program continues to provide housing and homeless assistance in their seven-county service area. In addition to the 12-unit multi-family complex in Calmer and the 16-unit senior complex in Decorah, NEICAC has recently acquired funding to convert a historic building in Decorah into an affordable housing complex that will contain 15 one and two bedroom apartments.
- The Waukon Head Start/Family Service Center building was completed this year.

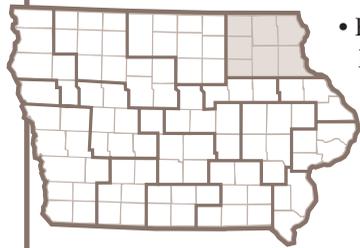
- NEICAC technologically connected the entire administrative staff with wireless web.

- NEICAC launched their own website: www.neicac.org.

- NEICAC Transit System has a new logo that clearly identifies it as Community Action.

- NEICAC's Weatherization Program was one of two agencies in the state of Iowa that participated in the 2001 Zone Pressure Diagnostics Study conducted by the Department of Energy's Chicago Regional Office.

- Mr. Scott Barnett, NEICAC's Weatherization Coordinator, received designation as a Certified Community Action Professional (CCAP) making NEICAC the only Community Action Agency in the state to have three CCAP's.



- Funding was secured for the Woolen Mill historic apartment renovation.

- NEICAC was awarded Head Start Expansion and Program Improvement Grants.

305 Montgomery • P.O. Box 487 • Decorah, IA 52101 • Phone: (563) 382-8436 • Fax: (563) 382-9854

OPERATION: NEW VIEW COMMUNITY ACTION AGENCY

M. Thomas Stovall, Executive Director • CSBG: Joy Davis • WX: Mike Strader • LIHEAP: Jim O'Toole

Operation: New View Community Action Agency (New View) continues to operate the SHARE (Self-Help and Resources Exchange) Program. This program serves clients in Cascade, Dyersville, Manchester, and three sites in the City of Dubuque. This program served over 3,000 households in the past year.

The Executive Director, Tom Stovall, was re-elected as Vice President of the Iowa Community Action Association. Tom also holds the position of treasurer of the Iowa Association of Community Action Directors.

The Coats for Kids project was held in late October in both Dubuque and Manchester. New View successfully collected and distributed coats to 888 individuals in Dubuque and Delaware Counties.

New View again held a number of "State of Poverty Welfare Simulations" in conjunction with Iowa State University Extension. To date New View has provided this program to 274 individuals in the community.

In September, New View held the grand opening of the completed Dyersville Early Childhood Center. The Early Childhood Center is occupied by the Dyersville Head Start classrooms and offices for the Child and Adult Care Food Program.

New View submitted and received funding from the Dubuque Racing Association to help with the costs of playground equipment at the new Dyersville Early Childhood Center.

Santa's Helper was again a great success! The agency collected over \$18,000 in donations from private individuals and organizations in the tri-county area. Not only was money donated but many donations of clothing and toys were also received for distribution to needy families. Employees and different organizations within the tri-county area adopted many families. Monies not used for this project are used during the year for crisis situations.

New View once again participated in the Hardee's Share the Warmth promotion in February. As a result of the promotion \$1,700 was raised for use within the community to assist with emergency heating assistance.

New View continues its quest to provide training to employees. All agency in-service staffings are held. Training addresses the general needs of our employees and provides a boost in self-esteem, encourages teamwork, addresses wellness issues and many other topics in response to training evaluation.



1473 Central Avenue • Dubuque, IA 52001-4853 • Phone: (563) 556-5130 • Fax: (563) 556-4402

OPERATION THRESHOLD

Barb Grant, Executive Director • CSBG: Mindy Davis • WX: Bill Shindley • LIHEAP: Michelle Calderwood • FaDSS: Billie Allen-Williams

Operation Threshold's Family Development and Self-Sufficiency Program achieved 106% of its program capacity and increased the total number of families served by 30% from the previous year.

Operation Threshold staff processed nearly 6,000 Low-Income Home Energy Assistance Program applications (35% increase); processed more than 800 crisis utility assistance applications; and provided leadership to the Black Hawk County Energy Concerns Committee, which formed in response to the energy crisis.

The agency's Women, Infants, and Children Program launched "Come and Get It", a special outreach campaign for college students who may qualify for WIC services. The agency received a grant through the Iowa Department of Public Health to fund the campaign. ME&V, a local business specializing in advertising, public relations, and fund raising developed the "Come and Get It" campaign, which included the design and placement of radio and print advertising, billboards, posters, and brochures. In addition to these marketing mediums, WIC staff also conducted grassroots outreach by taking information and services directly to students via area colleges and child care centers.

The City of Waterloo won the City Livability Award from the Iowa League of Cities for the RENEW Waterloo Initiative. RENEW Waterloo includes the Waterloo Housing Partnership Down Payment Assistance Program administered by Operation Threshold.

Operation Threshold partnered with a for-profit developer on a successful

tax credit application to the Iowa Finance Authority. The project will convert two abandoned historic Waterloo school buildings into affordable rental units, which Operation Threshold will manage.

Operation Threshold is fortunate to have a committed base of volunteers. They are an integral part of Operation Threshold's programs. Volunteers make invaluable contributions ranging from serving on the Board of Directors to providing clerical support. In fiscal year 2001, 122 volunteers provided 4,560 hours of service valued at \$65,209.

Operation Threshold relocated its Grundy County Office to accommodate expanded services. Operation Threshold assumed services previously provided by Volunteers in Action (VIA). VIA was a non-profit organization that had served Grundy County residents for 20 years. When the VIA board of directors made the decision to disband, they approached Operation Threshold to continue their services including a food pantry. Operation Threshold was also connected with key VIA funding support from the Grundy County Board of Supervisors and the Department of Human Services.

Operation Threshold welcomed Barbara Grant as its new executive director in June of 2001. She brings eleven years of experience with the Hawkeye Area Community Action Program in Cedar Rapids to her new post at Operation Threshold. Barb received her bachelor's degree from Drake University. She also holds a master's degree from the University of Iowa School of Social Work, and a jurist doctorate from the University of Iowa College of Law.



300 West Third Street • Waterloo, IA 50701 • Phone: (319) 291-2065 • Fax: (319) 235-1518

RED ROCK AREA COMMUNITY ACTION PROGRAM, INC.

Linda Keller, Executive Director • CSBG: Laura Hudson • LIHEAP: LaVerta Foust

In January 2001, Red Rock Community Action Program, Inc. (Red Rock) was able to complete the purchase of apartments for low-income elderly and disabled Boone County residents in Ogden. The apartments are actually titled to Boone County Opportunity Programs, Inc., with Red Rock acting as manager. When Red Rock closed the sale, the apartments were not fully occupied. Since that time, the agency has made necessary repairs and filled them to capacity. There is currently a waiting list and the families on that list are eager to get in.

Even though energy costs were at a record high this year, Red Rock was able to continue to help clients with utility payments and disconnect notices. Using funds from other sources and networking with agencies, clients received the same level of service they were accustomed to receiving in the past.

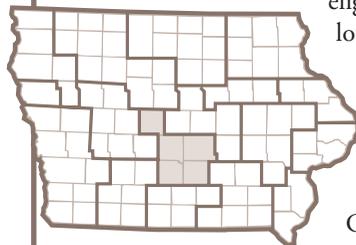
Expanded transportation services enabled Red Rock to provide services to many more clients. Ridership increased in both Marion and Warren Counties due to extended hours and increased level of service.

Thanks to a generous anonymous donation, Red Rock was able to provide a huge amount of low-cost/no-cost weatherization materials to

eligible clients in Jasper County. A truckload of insulation donated by a local company, which Red Rock distributed, helped many clients reduce energy costs and keep warm during the winter.

Warren County Red Rock Area Community Action Program, in a coordi-

nated effort with other local agencies, worked to make the Indianola Key Card a success. The purpose of the card is to open the doors of recreation, entertainment, and cultural events to those who could not otherwise afford them. Area schools and businesses agreed to reduce cost or offer free admission to cardholders. Due to increased promotion and marketing, the distribution of the card has increased this year. More people are enjoying events that may be otherwise unaffordable.



305 S. Jefferson • Indianola, IA 50125 • Phone: (515) 961-6271 • Fax: (515) 961-6274

SOUTH CENTRAL IOWA COMMUNITY ACTION PROGRAM, INC.

Jim Smith, Executive Director • CSBG: Sue McCleary • WX: Jim Smith • LIHEAP: Linda Clark • FaDSS: Barb Bailey

South Central Iowa Community Action Program, Inc. (SCICAP) has had a very strong year. The following are SCICAP's major accomplishments for FY 2001:

- The Low-Income Home Energy Assistance Program continues to increase the number of households approved. 2,644 applications were approved in FY 2001.
- The Head Start program continued to enhance their efforts in child development. SCICAP's Head Start will be housed in the new "Village" in Osceola. The Village will house child care, local school developmental programs, and Head Start. The Village has been a total community effort and will be a tremendous center with SCICAP Head Start being actively involved.
- The Early Head Start program was able to secure funding for a new building to provide services in Decatur County. The building will eventually be part of a family resource center complex in Leon, which will also house SCICAP's Decatur County Head Start classrooms. This effort was done in collaboration with the Decatur County Hospital and the Leon Development Corporation.

- Possibly the biggest agency accomplishment has been the development of partnerships within the agency's service area. SCICAP is extremely involved with Empowerment, Decategorization, ministerial alliances, local interagency groups, Boards of Supervisors, and

state/local organizations. SCICAP continues to work to be an active partner in their service area.

- Added the program Iowa Cares. Iowa Cares is a holiday program sponsored by the Des Moines Register. Through donations from Iowa citizens, the program assists families with their unmet needs.
- Used a portion of CSBG funds to expand the spring garden program, and implement a summer youth program to provide employment opportunities.
- Coordinated with local trolley service to provide transportation to youth for summer recreation activities.
- \$48,740 was received to implement a free crisis child care program in Clarke, Decatur, Wayne, and Ringgold Counties. The program will be available 7 days a week, 24 hours a day. 72 hours of emergency care will be provided to children from birth to age 17. It is available for crisis situations, such as: domestic violence, hospitalization, death, loss of housing, etc. There are no income eligibility guidelines.
- Lucas County Outreach Center utilized Decategorization funds to assist families who were approved for a Low-Income Home Energy Assistance Program payment but did not receive assistance.

1403 NW Church Street • Leon, IA 50144 • Phone: (641) 446-4155 • Fax: (641) 446-3392

SOUTHEAST IOWA COMMUNITY ACTION ORGANIZATION, INC.

Sharon Ford, Executive Director • CSBG: Sheri Lewis • WX: Tom Richert • LIHEAP: Jane Wilson • FaDSS: Cindy Fouke

Southeast Iowa Community Action Organization (SEICAO) provided services to over 14,000 individuals during FY 2001, which was an increase of 22% as compared to FY 2000. A portion of the increase can be attributed to the increased number of households that received energy assistance last winter. Over 4,600 households received energy assistance, which was a 50% increase over the previous year.

The increase in individuals served is also due to the expanded and new programs operated by the agency. Early Head Start opened three new classrooms. The agency now has a total of five Early Head Start classrooms serving 72 children from birth to age three.

Services to senior citizens were also increased with a grant from the Area Agency on Aging utilizing Senior Living Trust funds. The grant provided for additional home repair services for seniors. SEICAO also received Senior Living Trust funds to provide energy assistance to seniors who qualified for the Low-Income Home Energy Assistance Program (LIHEAP) but did not receive payment because of the shortage of funds. The agency also administered an energy program for seniors with incomes between 150% and 300% of poverty to provide a one-time payment to their utility company. This program was able to help clients who were just over the LIHEAP guidelines receive some assistance with their high-energy bills.

A new program that the agency administered with Senior Living Trust funds was the Telephone Reassurance Program. This program provided regular

contact with isolated senior clients. It also provided additional opportunities for agency Family Development Specialists to advocate on behalf of the low-income senior population.

Another new program funded by the agency last year was the Hispanic Facilitator Program. It was funded with Decategorization funds. A bilingual Family Development Specialist was hired to provide services to the Hispanic population of Des Moines and Henry Counties.

The Weatherization Program had a great year. Homes weatherized last year had an average energy cost savings of over \$450 annually per home.

Head Start installed computers in each of the 20 Head Start classrooms and the five Early Head Start classrooms operated by the agency. The computers have software for the children and are also available for use by parents.

Child Care Resource and Referral received eight Empowerment grants during FY 2001. The grants provided workshops and resources to child care centers to improve the quality of child care and to recruit registered child care providers. One of the grants subsidized child care for families with incomes from 140% to 185% of poverty. Grant funds also assisted with the organization of a local child care conference and to bring child care providers to the National Association for the Education of Young Children Conference.

2850 Mt. Pleasant Street - Suite 108 • Burlington, IA 52601 • (319) 753-0193 • Fax: (319) 753-0687

SOUTHERN IOWA ECONOMIC DEVELOPMENT ASSOCIATION

Phyllis Runnells, Executive Director • CSBG, WX and LIHEAP: Judith Engle • FaDSS: Judy Songer

Southern Iowa Economic Development Association (SIEDA) was awarded a Federal Discretionary grant, one of only 26 in the county, under the Early Learning Opportunity Act. This grant is being utilized to fund an expansion of the P.A.T. Program (Parents as Teachers) to six counties.

SIEDA has also instituted a Multi-Cultural program in cooperation with Indian Hills Community College. This program will provide classes for parents either in “English as a Second Language” or in GED assistance to the parents of children that attend another SIEDA Program. English as a Second Language is being presented in cooperation with the First Lutheran Church, which has donated their premises for the classes.

In conjunction with the Healthy and Well Kids – Iowa (HAWK-I) program, SIEDA has a community outreach van that travels to communities within their seven-county area dispersing information and applications for the HAWK-I program and now for Head Start. The van travels to communities – parks, libraries, post offices, and community centers – to bring information and applications about services to residents in largely unreached areas. The mobile outreach began a pilot project for the organization and was underwritten by the HAWK-I program grant and further assistance from Decategorization funding.

The Jefferson County Resource Center recently partnered with the Fairfield

Public Library to provide books to low-income children in Jefferson County. The Fairfield community was encouraged to donate new and like new children’s books. Letters informing families of the opportunity to receive the free books were mailed out to SIEDA families. The first week of June, 50 children received at least six books. SIEDA plans to continue this program – “Children’s Book Drive”.

Deere Community Federal Credit Union, KBIZ 1240 AM Radio in Ottumwa, and SIEDA, worked together to help children returning to school with a unique program called “Kid’s Closet.” The purpose of the program was to help less fortunate families who have children returning to school that may not be able to afford the necessary clothing and supplies. The program collected clean wearable clothing and school supplies for school aged children.

Project Alert is a substance abuse curriculum focusing on alcohol, tobacco, marijuana, and inhalants. This course was offered to a Centerville junior high school and sessions were set up with their physical education/health department in September.



226 West Main Street • P.O. Box 658 • Ottumwa, IA 52501-0658 • Phone: (641) 682-8741 • Fax: (641) 682-2026

UPPER DES MOINES OPPORTUNITY, INC.

Larry Rohret, Executive Director • CSBG: Gina Lowman Hall • WX and LIHEAP: Jennifer Corley • FaDSS: Carolyn Olson

Upper Des Moines Opportunity, Inc. (UDMO) continued to support the Free Clinic, The clinic, located in Estherville, Iowa, provides medical services for low-income individuals. Doctors, nurses and office personnel volunteer their time to make the project a success. The clinic was listed in an e-mail message sent from the state Empowerment office to Empowerment coordinators throughout the state. This increased exposure as well as local advertising will help to insure this continued medical service in the community.

Upper Des Moines Opportunity, Inc. also worked in collaboration with six Community Empowerment Areas to comprise a plan to enhance and expand services for children ages zero to five. In addition to regular attendance at Empowerment planning meetings and events, UDMO staff members held positions on some of the local Empowerment boards and advisory boards, further increasing collaboration and strengthening relationships.

UDMO continued to receive state Empowerment funding for their Child Care Resource and Referral (CCR&R) Child Care Consultant program. The consultants provide support and education to in-home childcare providers and childcare centers through personal visits, support groups and additional educational opportunities. Due to the redistribution of CCR&R’s service areas, the agency lost consultants in two Empowerment areas but hopes to have the opportunity to offer

these services in the newly acquired counties.

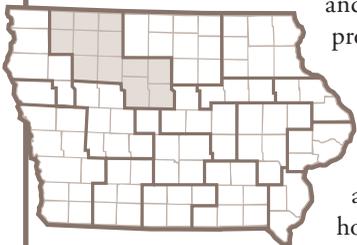
UDMO worked in conjunction with the Lakes Empowerment Area to establish a new child development center in Spirit Lake, Iowa. Eighteen additional children and their families were served at the center.

Once again, Family Development and Self-Sufficiency staff maintained or exceeded their maximum goal of 110 participants throughout the year.

UDMO was awarded a grant to implement a dental sealant program in eight of the counties in our service area. During the 2001 calendar year 461 students received dental sealants through the program.

Weatherization staff weatherized 135 homes in UDMO’s 12-county service area, creating an average annual energy savings of \$62,775. In addition, energy assistance was provided to 16,023 individuals in 6,498 households through Low-Income Home Energy Assistance Program (LIHEAP) funding.

Upper Des Moines Opportunity, Inc. also assisted a variety of local projects, such as after-school and mentoring programs, in an effort to sustain those programs after other funding sources dried up.



101 Robins Street • P.O. Box 519 • Graettinger, IA 51342-0519 • Phone: (712) 859-3885 • Fax: (712) 859-3892

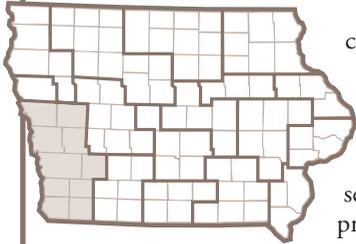
WEST CENTRAL DEVELOPMENT CORPORATION

Tom Lawlor, Executive Director • CSBG: Bob Anastasi • WX and LIHEAP: Marilyn Rodacker • FaDSS: Molly Horan

Relocation of centers was a major change for West Central Development Corporation's (WCDC) Head Start program this year. The agency relocated Head Start within a public school building at Missouri Valley in Harrison County. This facility also houses the Missouri Valley Public School administrative offices, Area Education Agency administrative offices, and an at-risk preschool classroom.

Denison Head Start, in Crawford County, will eliminate the double session program option as soon as the new Early Childhood Development Center is complete. The projected date for completion is January 2002. The agency anticipates moving these two classrooms into the new facility at that time. Eliminating double sessions will increase services to children and their families. Both classrooms in the new facility will operate five days each week, eight hours each day. These classrooms will be in a facility shared with a day care and a special education public preschool. WCDC will be serving 20 additional children in Crawford County, City of Denison, beginning with this fiscal year. The new classrooms will be located centrally in the city of Denison. Plenty of parking for staff and parents and a large age-appropriate outdoor play area will be available this fall.

WCDC's Head Start program continues to closely collaborate with the public schools whenever feasible. The agency is currently working with Villisca Community School, located in Montgomery County, to share the services of their before and after school program.



In Monona County, WCDC was able to move two classrooms into the new Early Childhood Development Center in Onawa. This was a move of our Moorhead Head Start classroom and current Onawa Head Start classroom into a facility that also houses a day care, public preschool handicapped classroom, a local preschool, and a computer lab for public school. This facility is joined onto the elementary school in this city and is owned by the day care. These agencies and the Head Start program collaborate in many ways.

Pottawattamie County also relocated three Head Start classrooms. The new Council Bluffs facility is more centrally located for Head Start parents, is bright and cheery, and offers a large outdoor play area and office space. The agency feels very fortunate that WCDC was willing to spend \$160,000 to purchase this facility for the Head Start program.

Through the opportunities of Empowerment grants many of the Head Start centers have been able to purchase new classroom equipment replacing equipment that, in some cases, may have been 25 years old. These grants have funded computers with preschool software for some of the classrooms. Crawford County has also granted the agency approval to use Empowerment grant funds to aid families with transportation costs.

WCDC provided new computers and e-mail to all 10 of the county outreach offices. This was a major accomplishment to increase communication. Installation was completed during August and September.

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WOODBURY COUNTY COMMUNITY ACTION AGENCY

Jean Logan, Executive Director • CSBG: Janet Vorce • WX: Dennis Krause • LIHEAP and FaDSS: LaRae Lyons

Minority Leadership Program

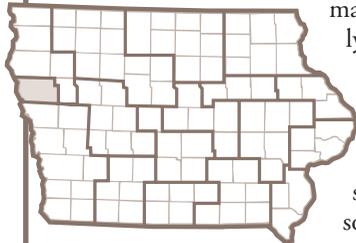
"Leading the Way to a New Community: Developing Minority Leadership in Siouxland" kicked off July 7th. The eight-week program was designed to enhance the civic understanding and leadership skills of minorities and newly arrived immigrants in Siouxland. The weekly sessions were presented in both English and Spanish. The program was developed and sponsored by the New Iowan Center, Siouxland United Methodist Church Hispanic Ministry, Iowa State University Extension, and the Woodbury County Community Action Agency.

Fourteen people participated in the series which covered topics in city government, schools, the judicial system, law enforcement, health and human services, immigration law, civic and service organizations, and how to get involved to enhance the community. Here is what participants had to say about the sessions:

"I think it has been a really good training. I have gotten a lot of real good information that I can share with others."

"I wish it was longer, there is so much information and so many things to learn. I really liked the session on city government because I learned about the different departments and how they function."

"I hope it is continued because there is so much to learn about this country, it is so different from my country."



Child Care Provider Classes

Thanks to a grant from the Iowa Department of Education, Bureau of Children, Family and Community Services, 25 registered home child care providers are going back to school. A Child Care Professional Development Initiative grant is providing scholarships to pay for 10 college credits toward an associate or bachelor's degree.

By promoting professional development, the agency will help child care providers obtain education in early childhood issues and the quality of care children receive will improve.

Iowa ranks second in the nation in the number of working parents with young children (74%) and first in the nation in the number of working parents with school aged kids (83%). The need for child care is a fact of life for parents working to support their families. Staff education and training are critical to improving children's experience while being cared for by someone other than their parents.

Forty-seven people showed up at a community forum to speak with Senator Harkin on March 10th. The Woodbury County Community Action Agency was one of his stops for talking to concerned citizens regarding their extremely high energy bills. The Senator was very concerned with the high energy costs and was understanding of people's situations. Some people are deciding between food and paying their energy bill. Harkin expressed that he would like to have the cut-off date moved to May 1 instead of April 1 for this year for disconnects. The deadline was extended which gave people until May 1. This year Woodbury County took 3,157 Low-Income Home Energy Assistance Program applications; of those, 3,049 were approved. The average payment for Woodbury County was \$545.00.

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SERVICES PROVIDED

By Community Action Agencies - Statewide

EMPLOYMENT SERVICES

Employment services were provided to at least 1,690 individuals. These services included job counseling, job placement/development, job training, skills training, senior employment, participation in the Iowa Conservation Corps, and other employment services. 20,098 referral and information contacts were made concerning employment.



EDUCATION SERVICES

Education services were provided to at least 9,477 individuals. These services included educational counseling, enrollment in Head Start, day care, child development, ABE/GED classes, Head Start literacy

classes, self-help classes, and other educational programs. Also included was Child Care Resource and Referral assistance to 8,093 providers and 3,836 household providers. 55,509 referral and information contacts were made concerning education.

INCOME MANAGEMENT SERVICES

Income management services were provided to at least 105,966 households. These services included budget counseling, tax and rent rebate assistance, energy assistance (Low-Income Home Energy Assistance Program) and other income management projects. Also included in this category is Weatherization services (2,031 homes were weatherized in program year 2001). 94,721 referral and information contacts were made concerning income management services.

HOUSING SERVICES

Housing services were provided to at least 3,803 households. These services included loan assistance and home ownership counseling, housing advocacy, home repair, home rehabilitation services, CHORE services, transitional housing, and other housing projects. 34,967 referral and information contacts were made concerning housing services.

NON-FOOD EMERGENCY ASSISTANCE SERVICES

Non-food emergency assistance services were provided to at least 11,275 households. These services included cash assistance loans, emergency energy programs, crisis intervention and other emergency programs. 166,762 referral and information contacts were made concerning non-food emergency assistance.

PREVENTION OF STARVATION AND MALNUTRITION SERVICES

Prevention of starvation and malnutrition services were provided to at least 34,366 households. These services included emergency food, gardening, farmers' market, nutrition counseling, and other nutrition programs.

50,840 congregate meals were provided to 1,085 individuals and 4,544,656 meals/snacks were provided to individuals in the Child and Adult Care Food Program. WIC served 63,179 individuals and 115,510 information and referral contacts were made concerning the prevention of starvation and malnutrition services.



LINKAGES WITH OTHER PROGRAMS

Linkages with other program services were provided to 4,492 individuals. These services included transportation, senior activities, summer youth recreation programs, I-Card programs, neighborhood and community development projects and other linkages. 149,402 information and referral contacts were made concerning linkages with other programs.

SELF-SUFFICIENCY DEVELOPMENT SERVICES

Intensive self-sufficiency development services were provided to a total of 2,229 families made up of 6,870 individuals. A total of 1,740 households exited the program during the year. These figures represent all families enrolled in both the Family Development and Self-Sufficiency (FaDSS) program as well as self-sufficiency programs funded by the Community Services Block Grant administered by Iowa's 18 Community Action Agencies. The figures do not include FaDSS program figures administered by non-Community Action Agencies.



HEALTH SERVICES

Health services were provided to 15,778 individuals. These services included the Maternal and Child Health program, immunization programs, family planning services, drug and alcohol programs, rehabilitation treatments and support, dental

screenings, lead screenings, prescription medications, and other health programs. 40,727 referral and information contacts were made concerning health services.

VOLUNTEER SERVICES

A total of 14,285 individuals offered their services as volunteers to Iowa's Community Action Agencies during program year 2001. Without the services of these caring individuals, many of the services offered by the Community Action Agencies would not be possible. These individuals performed 436,315 hours of volunteer services for a total dollar value of \$5,734,487. We all thank them for their services and for taking the time to care about Iowa's low-income population.



CHARACTERISTICS

of persons served during fiscal year 2001

TOTAL NUMBER OF INDIVIDUALS SERVED

Individuals295,775

TOTAL NUMBER OF FAMILIES SERVED

Households117,779

GENDER (Individuals)

Female.....168,366.....56.92%
Male.....127,143.....42.99%
Unknown/Not Reported.....266.....0.09%

ETHNICITY (Individuals)

White.....243,444.....82.31%
African American.....22,932.....7.75%
Hispanic.....17,590.....5.95%
Native American/Alaskan.....1,783.....0.60%
Asian/Pacific Islander.....3,056.....1.03%
Other.....4,278.....1.45%
Unknown/Not Reported.....2,692.....0.91%

AGE (Individuals)

0 - 3 Years of Age.....34,806.....11.77%
4 - 5 Years of Age.....15,868.....5.36%
6 - 11 Years of Age.....41,940.....14.18%
12 - 17 Years of Age.....32,023.....10.83%
18 - 23 Years of Age.....25,379.....8.58%
24 - 34 Years of Age.....43,526.....14.72%
35 - 44 Years of Age.....36,482.....12.33%
45 - 54 Years of Age.....19,659.....6.65%
55 - 69 Years of Age.....19,414.....6.56%
70 + Years of Age.....26,558.....8.98%
Unknown/Not Reported.....120.....0.04%

LEVEL OF FAMILY INCOME (Households)

At or below 75% of Poverty.....45,207.....38.38%
Over 75% - 100% of Poverty.....23,977.....20.36%
Over 100% - 125% of Poverty.....21,994.....18.67%
Over 125% - 150% of Poverty.....17,763.....15.08%
Over 150% of Poverty.....8,838.....7.50%
Unknown/Not Reported.....0.....0.00%

HOUSEHOLD TYPE (Households)

Single Parent/Female	28,551	24.24%
Single Parent/Male	2,208	1.87%
Two Parents with child/children	28,763	24.42%
Single Person	41,473	35.21%
Two Adults with no children	13,888	11.79%
Other	2,089	1.77%
Unknown/Not Reported	807	0.69%

FAMILY SIZE (Households)

One person in household	42,700	36.25%
Two persons in household	25,625	21.76%
Three persons in household	18,971	16.11%
Four persons in household	15,407	13.08%
Five persons in household	8,922	7.58%
Six persons in household	3,949	3.35%
Seven persons in household	1,397	1.19%
Eight or more persons in household	806	0.68%
Unknown/Not Reported	2	0.00%

HOUSING (Households)

Family rents house/apartment	63,030	53.52%
Family owns or is buying home	50,475	42.86%
Family homeless	1,164	0.99%
Other	2,308	1.96%
Unknown/Not Reported	802	0.68%

SOURCE OF FAMILY INCOME (Households)

(Numbers are not necessarily unduplicated)

Family income from employment & other sources	17,707
Family income from employment only	37,799
Family has no income or unreliable income	7,181
Family receives FIP/ADC/TANF	12,309
Family receives SSI	15,917
Family receives Social Security	39,816
Family receives pension	6,289
Family receives unemployment insurance	3,681
Family receives general assistance	428
Family receives food stamps	31,957
Family receives income from other sources	4,412
Unduplicated number of families reporting income source	112,829

OTHER CHARACTERISTICS OF FAMILIES

(Numbers are not necessarily unduplicated)

A member of the family without health insurance	81,734
A member of the family is disabled	53,447
A veteran is a member of the household	8,217
Family is engaged in farming	1,656
Family is engaged in migrant farming	99
Family is engaged as seasonal farmers	117

FUNDING SOURCES

for program year 2001

FEDERAL FUNDS

U.S. Dept. of Health and Human Services.....	\$106,255,146
U.S. Dept. of Agriculture	10,724,781
U.S. Dept. of Energy.....	2,678,338
U.S. Dept. of Housing & Urban Development.....	2,464,874
U.S. Dept. of Labor	1,390,130
U.S. Dept. of Transportation.....	551,739
Other Federal Funds.....	878,676
SUBTOTAL	\$124,943,684

STATE FUNDS

Dept. of Human Services	\$4,464,163
Dept. of Education.....	4,367,713
Dept. of Workforce Development	771,194
Dept. of Transportation.....	704,209
Dept. of Economic Development.....	529,397
Dept. of Public Health	404,188
Dept. of Elder Affairs	252,980
Other State Funds	999,591
SUBTOTAL	\$12,493,435

LOCAL FUNDS

Counties.....	\$895,325
Cities.....	414,658
Other Local.....	112,715
SUBTOTAL	\$1,422,698

PRIVATE FUNDS

Corporations	1,914,218
Fees	1,515,015
Donated Funds.....	1,392,817
Payments for services.....	654,747
United Ways.....	608,602
Foundations	45,128
Other Donated.....	1,072,484
Other non-profits.....	130,081
SUBTOTAL	\$7,333,092

TOTAL FUNDING **\$146,192,909**

COMMISSION AND STAFF

2001 COMMISSION ON COMMUNITY ACTION AGENCIES

Merl L. McFarlane, Chair	Oelwein
Kathy Beauchamp	Des Moines
Mike Coverdale	Nevada
Lois Eichacker	Fort Madison
Arbella Jetter	Des Moines
Thomas Letsche	Remsen
Loren Wakefield	Waterloo
Catherine Whitfield	Des Moines
Rose Vasquez, Ex-Officio	Des Moines

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Helping People.
Changing Lives.

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