



COMMUNITY ACTION IN IOWA



IOWA DIVISION OF COMMUNITY ACTION AGENCIES



THOMAS J. VILSACK
GOVERNOR

DIVISION OF COMMUNITY ACTION AGENCIES
WILLIAM J. BRAND, ADMINISTRATOR

SALLY J. PEDERSON
LT. GOVERNOR

Dear Iowans,

Community Action in Iowa demonstrated in 2002 that no other network in our state more effectively and comprehensively addresses the needs of low-income families in Iowa. Despite the turmoil of September 11, 2001, a rapid national economic downturn, and resultant state budget reductions, community action continued to be a steady and compassionate hand that reached out to over 280,000 Iowans in need last year.

The Family Development and Self-Sufficiency (FaDSS) program demonstrated why it is truly Iowa's premier in-home visitation program, successfully moving families off welfare and toward self-sufficiency, despite the economic downturn and budget cuts.

Programs administered by the Division of Community Action Agencies, along with dozens of other community efforts led by local agencies are accomplishing their mission to alleviate the affects of poverty in our state.

I invite you to learn more about the results produced by DCAA and the community action network statewide in this Annual Report. More importantly, I invite you to join in the effort of this community based movement that is making an extraordinary difference in the lives of Iowans.

Sincerely,

William Brand

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DIVISION OF

COMMUNITY ACTION AGENCIES

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 (CFNP).

The CSBG funds are distributed to Iowa's 18 Community Action Agencies. The Iowa agencies create, coordinate, and deliver many programs and services to low-income Iowans. CSBG funds the central management and core activities of these agencies. The impact of these funds is felt throughout the community. The agencies 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 achieve self-sufficiency and ensure their basic needs are met.

In FY 2002, agencies served over 111,000 families and 280,000 individuals. The 18 Iowa agencies also received over \$146,000,000 in federal, state, local, and private funding. CSBG funding in FY 2002 was slightly more than \$7 million.

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 of long-term welfare dependency.

(Additional information on the FaDSS program can be found on page 6.)

William J. Brand, Administrator

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.

In FY 2002, Iowa's Community Food and Nutrition Grant Program was designed to address child obesity issues. Funds from the grant (\$32,658) were used to develop and distribute a curriculum and educational activity kits for Iowa's Child Care Resource and Referral agencies.

“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.”

“THE PROMISE OF COMMUNITY ACTION”

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 2002, 44% of the households served included at least one elderly person, 48% included at least one disabled person and 13% 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 \$5.1 million in federal Department of Energy funds, the Bureau also received \$4.2 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

U.S. ENERGY SECRETARY VISITS DES MOINES

By: The City of Des Moines

U.S. Energy Secretary Spencer Abraham visited Des Moines on Tuesday, February 11, 2003, to announce that the Bush administration is requesting nearly \$5.9 million in federal funds for the State's Weatherization program. The City of Des Moines' share would be approximately \$472,000 and would allow 200 homes to be weatherized. The President is requesting an increase in Weatherization funding in his fiscal year 2004 budget request.

"There are lots of energy programs," Abraham said, "but none that do as much good in the day to day lives of families as the Weatherization one."

The secretary toured the southwest Des Moines home of 82-year-old LaVera Cunningham on Tuesday, a clear winter day with an afternoon high of about 39

degrees. The Weatherization program is insulating the attic and sidewalls of the home and has replaced the furnace and water heater because of their unsafe condition.

He was joined by Assistant Energy Secretary David Garman and state and local energy officials as they inspected improvements made to Cunningham's home through the federal Weatherization Assistance Program, which focuses on making homes more energy efficient and dropping utility bills for low-income families.

"The Weatherization program provides a variety of services to reduce heating and cooling costs for low-income Iowans each year," Abraham said. "That number likely will double in the year ahead."



The program provides additional insulation and energy efficient appliances if they are found to be unsafe or inefficient.

The Weatherization program is operated locally by the City's Community Development Department. Housing Conservation Inspectors with the CD Community Services Division do a detailed work write-up of items that need to be corrected in homes to be weatherized. Furnaces are looked at by a licensed mechanical contractor and receive a tune and clean.

Unsafe furnaces are replaced.

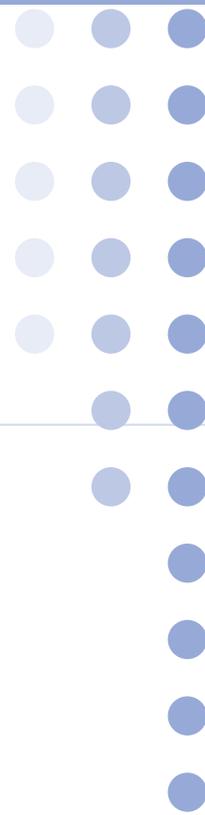
Households meeting the guidelines for the Low-Income Home Energy Assistance Program (LIHEAP) (150% of the federal poverty level) are also eligible for weatherization. While 6,000 LIHEAP applications are approved and paid in the City each year, funds are available to only weatherize 150-175 owner-occupied homes. Eligible households living in rental property can also be weatherized if the landlord agrees to pay a portion of the cost of weatherization.

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 75,346 Iowa households in FY 2002.

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 coun-



seling, 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.

“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

Impact of Unaffordable Energy on Iowa Families:

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 following are Task Force recommendations for Low-Income Programs:

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 benefit 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.

FAMILY DEVELOPMENT & SELF-SUFFICIENCY GRANT PROGRAM (FADSS)

Mission:

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

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 2002, FaDSS was funded through an appropriation of \$4,561,787 in TANF block grant funds. In addition to the TANF funds, local grantees provided \$1,731,214 in local and in-kind funds to supplement FaDSS.

Network:

FaDSS is provided in **all of Iowa's 99 counties** through a network of 18 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 (3,559 families, with 7,154 children, of which 3,825 were between the ages 0-5);
- Families of an ethnic minority group (26% 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.

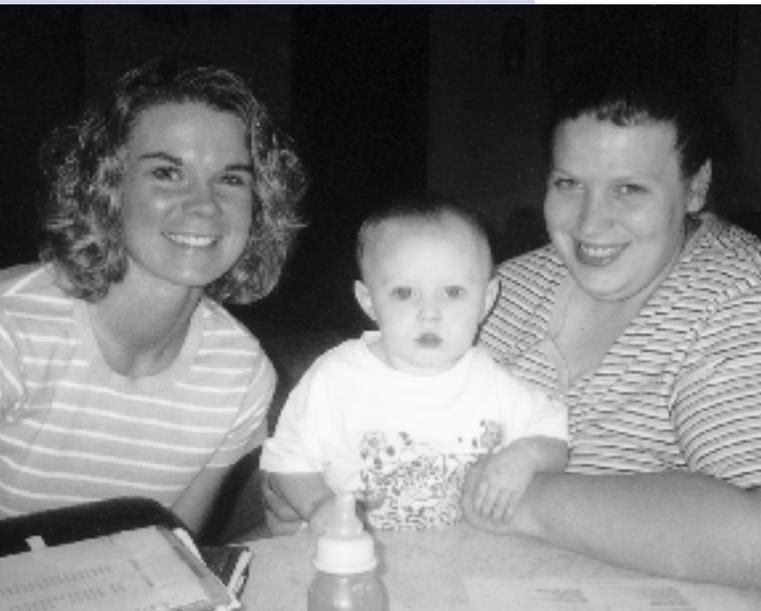
Families Face Many Barriers:

Families in FaDSS face many barriers to self-sufficiency. Below is a summary of issues families faced during 2002. For a complete list of issues faced by FaDSS families see *Snapshot of Issues Faced by FaDSS Families* in the 2002 FaDSS Annual Report.

BARRIERS

Barriers Faced by Families	PJ Survey(1)	FaDSS Snapshot (2)
Mental health issues	13%	46%
Substance abuse	5%	50%
Housing issues	5%	23% (3)
2 or more barriers	46%	67%

1. Survey completed by PROMISE JOBS staff on 1,095 participants that received FIP for at least 32 months.
2. FY 2002 Snapshot of Issues Faced by FaDSS Families
3. Homeless or near homeless during FY 2002



FADSS PROGRAM RESULTS:

FAMILY INVESTMENT PROGRAM USAGE

- Of families that stayed in FaDSS for up to 90 days after leaving FIP, 73% stayed off FIP for at least one year.
- As FaDSS families moved from welfare to employment the state of Iowa realized a savings of \$1,671,672 in FIP cash assistance.

EMPLOYMENT

- Approximately 1,700 FaDSS families became employed during FY 2002.
- FaDSS families earned \$5,181,305 in wages in FY 2002, which represents over 68% of their income.

PROTECTING CHILDREN

- Nearly 25% 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 358 children placed out of their homes. FaDSS services allowed 129 of these children to return to their families.
- FaDSS workers are mandatory child abuse reporters.

EDUCATION GOALS ACHIEVED

- 139 GED/HS Diploma
- 99 Certification Program
- 33 Associate Degree
- 9 Bachelor Degree

ACCOUNTABLE GOVERNMENT

- Every dollar invested in FaDSS results in an annual return of \$1.50 in wages earned and FIP savings.

MENTAL HEALTH AND SUBSTANCE ABUSE TREATMENT

- 1,539 or 79% of households that had an individual with identified mental health issues received treatment while participating in FaDSS in FY 2002.
- 345 or 58% of households that had an individual with current or past substance abuse issues received treatment while participating in FaDSS in FY 2002.

FOR MORE DETAILED INFORMATION ON THE FaDSS PROGRAM,
PLEASE SEE THE FY 2002 FaDSS ANNUAL REPORT, OR VISIT THE FaDSS WEBSITE AT
WWW.IOWAFADSS.ORG.

COMMUNITY ACTION AGENCIES

City of Des Moines/Community Development Department

602 East First Street
Des Moines, IA 50309
(515) 283-4182
Persons Served: 19,704
FY 2002 Funding Received: 3,691,315
FY 2002 In-kind Contributions: \$150,000
Mr. Larry Hulse, Director
CSBG, WX, and LIHEAP: Barb Ashton

Community Opportunities, Inc.

603 West 8th Street - PO Box 427
Carroll, IA 51401-0427
(712) 792-9266
Persons Served: 14,672
FY 2002 Funding Received: \$5,093,825
FY 2002 In-kind Contributions: \$634,218
Mr. Lloyd DeMoss, Executive Director
CSBG: Marla Janning, WX and LIHEAP: Shelle Kent

Hawkeye Area Community Action Program

1515 Hawkeye Drive - PO Box 490
Hiawatha, IA 52233
(319) 393-7811
Persons Served: 30,257
FY 2002 Funding Received: \$14,051,383
FY 2002 In-kind Contributions: \$4,433,807 (donated items only)
Mr. Don Maniccia, Executive Director
CSBG: Joyce Finn, WX: Tim Schulte, LIHEAP: Mitch Finn

Iowa East Central T.R.A.I.N.

2804 Eastern Avenue
Davenport, IA 52803
(563) 324-3236
Persons Served: 25,547
FY 2002 Funding Received: \$13,263,666
FY 2002 In-kind Contributions: \$1,145,000
Mr. Roger Pavey, Executive Director
CSBG and LIHEAP: Karen Lueders, WX: Micheal Loos
FaDSS: Helen Benker

MATURA Action Corporation

203 West Adams
Creston, IA 50801
(641) 782-8432
Persons Served: 9,369
FY 2002 Funding Received: \$3,008,566
FY 2002 In-kind Contributions: \$776,845
Mr. Jerry Smith, Executive Director
CSBG and LIHEAP: Linda Stewart, WX: Eldon Starmer,
FaDSS: Patricia J. West

Mid-Iowa Community Action, Inc.

1001 S. 18th Avenue
Marshalltown, IA 50158
(641) 752-7162
Persons Served: 16,082
FY 2002 Funding Received: \$9,493,749
FY 2002 In-kind Contributions: \$241,255
Ms. Magi York, Executive Director
CSBG: Owen Heiserman, WX: Barry York, LIHEAP: Diane Pappelka, FaDSS: Deb Heil

Mid-Sioux Opportunity, Inc.

418 Marion Street - PO Box 390
Remsen, IA 51050
(712) 786-2001
Persons Served: 10,653
FY 2002 Funding Received: \$5,325,821
FY 2002 In-kind Contributions: \$401,718
Mr. Dick Sievers, Executive Director
CSBG: Kara Spieler, WX and LIHEAP: Julie Colling,
FaDSS: Lesa Rensink

North Iowa Community Action Organization

218 5th Street SW
Mason City, IA 50402-1627
(641) 423-8993
Persons Served: 13,087
FY 2002 Funding Received: \$9,617,000
FY 2002 In-kind Contributions: \$462,692
Mr. Dick Goerd, Executive Director
CSBG: Barb Kellogg, WX: Mike Creeden, LIHEAP: Myrna Long, FaDSS: Sandy Rayhons and Bambi Ulrich

Northeast Iowa Community Action Corporation

305 Montgomery - PO Box 487
Decorah, IA 52101
(563) 382-8436
Persons Served: 12,774
FY 2002 Funding Received: \$11,561,951
FY 2002 In-kind Contributions: \$440,115
Ms. Mary Ann Humpal, Executive Director
CSBG: David Boss, WX: Scott Barnett, LIHEAP: Melodye Protsman, FaDSS: Jere Probert

Operation: New View CAA

1473 Central Avenue
Dubuque, IA 52001-4853
(563) 556-5130
Persons Served: 14,306
FY 2002 Funding Received: \$4,525,241
FY 2002 In-kind Contributions: \$250,000
Mr. M. Thomas Stovall, Executive Director
CSBG: Joy Davis, WX: Mike Strader, LIHEAP: Jim O'Toole

Operation Threshold

300 West Third Street
Waterloo, IA 50701
(319) 291-2065
Persons Served: 15,292
FY 2002 Funding Received: \$5,791,136
FY 2002 In-kind Contributions: \$39,876
Ms. Barb Grant, Executive Director
CSBG: Lori Miller, WX: Wayne Taylor, LIHEAP: Michelle Calderwood, FaDSS: Billie Allen-Williams

Red Rock Area Community Action Program

305 S. Jefferson
Indianola, IA 50125
(515) 961-6271
Persons Served: 14,901
FY 2002 Funding Received: \$2,154,749
FY 2002 In-kind Contributions: \$239,272
Mr. Bill Peppmeier, Executive Director
CSBG: Laura Hudson, LIHEAP: LaVerta Foust

South Central Iowa Community Action Program

1403 NW Church Street
Leon, IA 50144
(641) 446-4155
Persons Served: 6,879
FY 2002 Funding Received: \$3,976,900
FY 2002 In-kind Contributions: \$62,666
Mr. Jim Smith, Executive Director
CSBG: Sue McCleary, WX: Jim Smith, LIHEAP: Linda Clark, FaDSS: Barb Bailey

Southeast Iowa Community Action Organization

2850 Mt. Pleasant Street - Suite 108
Burlington, IA 52601
(319) 753-0193
Persons Served: 16,041
FY 2002 Funding Received: \$7,475,625
FY 2002 In-kind Contributions: \$836,176
Ms. Sharon Ford, Executive Director
CSBG: Sheri Lewis, WX: Tom Richert, LIHEAP: Jane Wilson,
FaDSS: Cindy Fouke

Southern Iowa Economic Development Association

226 West Main Street - PO Box 658
Ottumwa, IA 52501-0658
(641) 682-8741
Persons Served: 17,622
FY 2002 Funding Received: \$7,550,312
FY 2002 In-kind Contributions: \$586,954
Ms. Phyllis Runnells, Executive Director
CSBG, WX, and LIHEAP: Judith Engle, FaDSS: Judy Songer

Upper Des Moines Opportunity, Inc.

101 Robins Street - PO Box 519
Graettinger, IA 51342-0519
(712) 859-3885
Persons Served: 25,382
FY 2002 Funding Received: \$9,208,333
FY 2002 In-kind Contributions: \$806,733
Mr. Larry Rohret, Executive Director
CSBG: Gina Lowman Hall, WX and LIHEAP: Jennifer Corley,
FaDSS: Nicole Jones

West Central Development Corporation

1108 8th Street - PO Box 709
Harlan, IA 51537
(712) 755-5135
Persons Served: 20,801
FY 2002 Funding Received: \$10,197,136
FY 2002 In-kind Contributions: \$2,981,734
Mr. Joel Dirks, Executive Director
CSBG: Bob Anastasi, WX and LIHEAP: Marilyn Rodacker,
FaDSS: Molly Horan

Woodbury County Community Action Agency

2700 Leech
Sioux City, IA 51106-1100
(712) 274-1610
Persons Served: 9,342
FY 2002 Funding Received: \$10,007,819
FY 2002 In-kind Contributions: \$142,244
Ms. Jean Logan, Executive Director
CSBG: Janet Vorce, WX: Dennis Krause, LIHEAP and
FaDSS: LaRae Lyons

CITY OF DES MOINES/COMMUNITY DEVELOPMENT DEPT.

The 1996 reorganization of Des Moines 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 continued to be involved in both internal and external coordination of activities and education concerning the issues of low-income city residents.

The Community Development Department again successfully operated several highly visible programs. This includes the collection of food, cash, and distribution of 1,004 holiday food baskets and food certificates at local supermarkets, as well as, the operation of 46 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 worked with neighborhood associations, which provide volunteers for this Saturday cleanup program.



CSD staff worked with over 771 families to re-establish utility service or avoid disconnection of service in program year 2002. Funds from Mid-American Energy's I CARE customer service program, CSBG utility assistance program, the City's own franchise fees, coupled with

other funding sources, assist households facing a utility emergency.

The City of Des Moines upgraded its computer connections to their community action site offices, and other remote city buildings, with fiber optic cable. Two of those site offices, Four Mile and Southeast Community Services, are now on the City's network, and staff assigned to those offices now have access to e-mail and the internet.

CSD continues to utilize the City's HEAT-CRSS system, a call-logging and assignment program used by all city employees. The CSD provided call-type information on 60 different community action activities for the system and has also begun to log all phone calls through it. In program year 2002, over 24,833 calls were logged into the system. Face-to face interactions at the community action agency are recorded through the Client Information System. All city employees now can provide information on 60 different community action programs that can assist low-income residents.

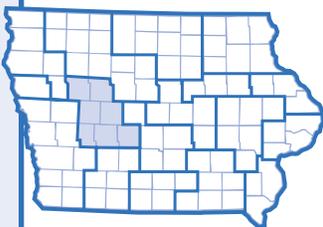
The CSD has actively participated in the Iowa Community Action Association over the past year. This is a statewide association of 18 Iowa Community Action Agencies, which allows for statewide coordination, collaboration, training, and development of programs for low-income Iowans.

COMMUNITY OPPORTUNITIES, INC.

Community Opportunities, Inc. applied for, and received, Innovation Funds from United Way of Central Iowa to fund an Immigrant Advocacy Center in Perry, Iowa. The United Way of Central Iowa will provide program funding for three years.

The purpose of the Immigrant Advocacy Center is to 1) help immigrants sort through the legal system's requirements regarding paperwork and forms, and 2) assist immigrants with questions about their immigration status and how the immigration system works. The office will be located in Perry, Iowa, staffed with a trained Program Coordinator, and will be a safe place for immigrants, both documented and undocumented, to come and receive information.

Services and activities of the Immigrant Advocacy Center will include, assisting immigrants with filling out required Immigration and Naturalization Services (INS) documents, and translating documents, such as birth certificates, marriage licenses, divorce decrees, and letters or affidavits of support as required by the INS. At times the Program Coordinator may be required to appear before the immigration officials on behalf of the immigrant. Fees are charged for these services and activities and are based on charges of non-profit immigration services being offered in Des Moines.



Community Opportunities, Inc. staff remains

active with the Partnerships for Families Empowerment Area. This empowerment area covers four of the seven counties in Community Opportunities' service area. The Director of Program Planning and Development has served as Board Chair since 1999. The Head Start Director serves on the Empowerment Advisory Committee.

In program year 2002, the Head Start Program received \$226,145 for Early Head Start expansion from the Partnerships for Families Empowerment Area. These empowerment funds have allowed Community Opportunities to double their enrollments to 72 children.

The Child Health Program received \$14,415 to expand blood lead screening as a part of the federally funded Childhood Lead Poisoning Prevention Program. Community Opportunities was able to screen 534 additional children, in program year 2002, with this funding. Twelve children have been identified with high blood-lead levels and continue to be tested.

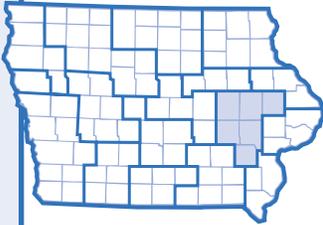
Big Brothers Big Sisters of Siouxland has allowed the Community Opportunities Mentoring Program to become an affiliate. The affiliate fees were waived due to a special grant that Big Brothers Big Sisters of Siouxland received. The benefit to the Mentoring Program is that Big Brothers Big Sisters does marketing and advertising for the Mentoring Program, as well as working with the Program Coordinator to set new goals based on a marketing plan.

HAWKEYE AREA COMMUNITY ACTION PROGRAM

Program year 2002 may well have been the most challenging year HACAP has faced. The state budget crisis and uncertain federal funding has had all human service organizations in a "hunker down" mode and HACAP has been no exception. The plan was to reduce overhead and to improve services by making the activities under HACAP's management work together in new ways. In years past, HACAP spent time justifying what they have not done. The last year it was time to talk about how to continue the local "War on Poverty". "10 Strategic Initiatives", re-ratified by the Board of Directors last spring, continues to provide the general direction for HACAP's "War on Poverty" battle plans.

The completion of the central office "Call Center" made electronic accessibility to all HACAP managed resources a reality and provided the nerve center for voluntary partnerships in the future. This operation anchors HACAP's

efforts to establish local Family Resource Centers projects to meet short-term emergency needs of those in crisis without requiring them to beg for help from group to group. HACAP continues to identify potentials for expanding the "Call Center" into a larger human services information and referral system, referred to as "211",



in partnership with the United Way, Foundation II, and Heritage Area Agency on Aging.

HACAP increased their agency's infant and toddler full-day/full-year slots at their Family Resource Centers. This increase has allowed classroom services at the Family Resource Centers to provide more child care options and improve comprehensive support services to Head Start and Transitional Housing families. The increased services has helped a number of low-income families overcome the barrier of not having extended daycare. By not having this barrier, families have been able to obtain and keep full-time employment and continue their education

Finally, consolidating property care and capital projects management into a single operation provided cost savings and new opportunities for HACAP to be a leader in assuring that low-income families have a decent, safe, and sanitary place to raise their families.

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

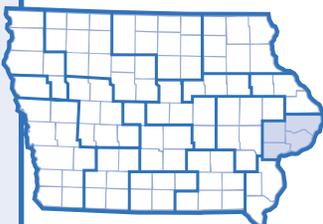
In program year 2002, T.R.A.I.N. employed an Assistant Operations Manager, thereby freeing the Operations Manager to focus on Human Resource issues. Since the agency employees over 225 individuals, this step addresses a major management issue.

T.R.A.I.N. successfully completed the first year of operation of a joint venture (T.R.A.I.N., Davenport School District, and Empowerment) to provide Early Head Start services to teenage moms. This venture allows the teen moms to continue their high school education. There is currently a waiting list of 100 children.

T.R.A.I.N. completed negotiations with the Health and Human Services Regional Office and the school district of Muscatine County to jointly provide Head Start services to 34 children in West Liberty who are primarily Spanish speaking.

The Child and Adult Care Food Program enrollment exceeded 150 child care providers in program year 2002.

In program year 2002, T.R.A.I.N. continued to offer and improve their Volunteer Incentive Program (VIP).



For the last 10 years, Iowa East Central T.R.A.I.N. has offered their Volunteer Incentive Program (VIP) to Head Start parents and Family Development and Self-Sufficiency Program (FaDSS) parents. The VIP provides these parents the opportunity to earn points for various activities they participate in. Activities include, FaDSS home visits, educational workshops, agency-sponsored group activities, academic achievement programs, etc. Parents can also receive points when they meet planned achievement goals and volunteer at T.R.A.I.N.

Parents may redeem their points at T.R.A.I.N.'s "VIP Store". Most of the items at the VIP Store are items that families cannot purchase with food stamps - cleaning products, paper products, personal care items, etc.

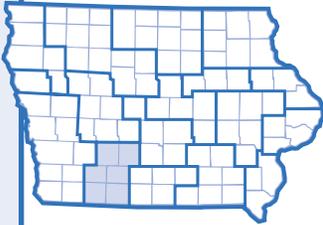
In addition to the opportunity to purchase VIP Store items, the VIP is an effective way of providing these parents with practical and positive reinforcement, which has lead to parents being more successful in meeting their self-sufficiency goals.

MATURA ACTION CORPORATION

MATURA Action Corporation served over 9,300 individuals in southwest Iowa in program year 2002. In a very difficult economic environment, over \$50,000 was raised locally to assist the low-income people of the area. Several long-standing programs such as Head Start, LIHEAP, Weatherization, Promise Jobs, and WIC were administered. Beyond these programs new programs, continue to be developed, such as Crisis Child Care and Parents as Teachers. MATURA assisted the dislocated workers in three plant closings and the multi-county dislocated farmer grant. Major management accomplishments in program year 2002 included an agency-wide upgrade in computer capabilities.

In program year 2002, MATURA also continued their Car Seat Program and Family Rewards program:

In partnership with Health Child Care of Iowa, MATURA continues to provide child passenger safety checkpoints and child safety seats for families with children under the age of five through their Car Seat Program. This program provides area residents an opportunity to have their child safety seats checked for safety and proper installation. If the seat is found to be unsafe, the seat will be replaced for the family.



The Family Rewards program provides guidance, training, and meetings for pregnant moms on parenting issues. Attending meetings, trainings, scheduling and visiting their doctor, etc., the mothers will receive points that they can use to purchase baby items.



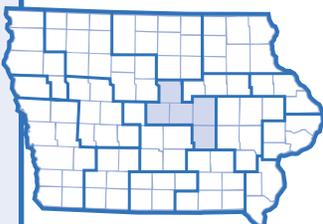
MID-IOWA COMMUNITY ACTION, INC.

In program year 2002, Mid-Iowa Community Action, Inc. (MICA) accomplished many things. Four of MICA's accomplishments were:

The Story County Community Dental Clinic, opened in program year 2002, provides necessary dental services to low-income families and elderly residents within Story County. The development of the project has significantly increased and enhanced collaboration, communication, and networking between area businesses, agencies, and dentists in Story County.

Green Mountain-Garwin After School Programming: After being approached by the Green Mountain-Garwin school district, MICA created an after school program for the area's elementary grade children. The after school program was based on a parent survey conducted during registration and was set up to provide services to families two nights per week. Children participate in educational and recreational activities, and nutritious snacks are offered as well.

Service Learners: One afternoon per week, 15 third, fourth, and fifth-grade students at an elementary school with a high level of low-income students get together to plan or



participate in activities that improve their community. These activities help foster civic responsibility and enhance students' learning through involvement in community service.

Head Start High Street Facility: With a grant from the Department of Health and Human Services to construct a state-of-the-art

Head Start center in Marshalltown, MICA increased their capacity to serve an additional 16 Head Start children and four Early Head Start children. It is also the first center-based Early Head Start program in Marshall County. The center allows low-income families with infants and toddlers the opportunity to work or attend school full-time while accessing free, quality child care.

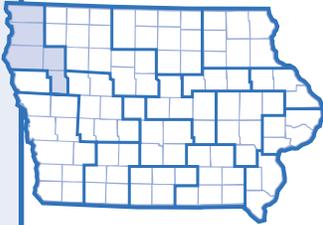
MID-SIOUX OPPORTUNITY, INC.

In program year 2002, Mid-Sioux Opportunity, Inc. accomplished many things. Four of Mid-Sioux's accomplishments were:

Early Head Start funds were received to expand services to an additional 24 children. Mid-Sioux now serves 64 children in Early Head Start.

Housing Rehabilitation funding in the amount of \$10,000 was received. This will allow Mid-Sioux to serve seniors in Lyon and Sioux Counties.

Child Care Resource and Referral (CCR&R) now receives support to expand and improve services through empowerment dollars totaling over \$140,000. These funds provide direct support and technical assistance to CCR&R families and providers.



Mid-Sioux's management services have upgraded computer operations and continue to operate with an administrative cost of approximately 5%.

During program year 2002, Mid-Sioux continued to support their home visitation pro-

gram and continued the Women, Infant, and Children (WIC) program in Sioux, Cherokee and Ida Counties:

Funds from CSBG and Empowerment support a home visitation program serving families with children up to age five. The project, similar to a program called "Healthy Families", is in Ida County and serves up to 10 families. The project's purpose is to improve the well being of children so they are healthy and ready to learn when entering school at age five. Families are provided with education and child development support as well.



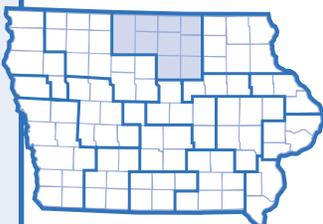
Communities in Sioux, Cherokee, and Ida Counties are providing volunteer support to Mid-Sioux's WIC clinics by providing support staff. In addition to various staffing duties, the volunteers read to children and encourage the children to read. The children are also provided books to take home after their visit. This support has greatly improved the flow and organization of the clinic.

NORTH IOWA COMMUNITY ACTION ORGANIZATION

North Iowa Community Action Organization (NICAO) purchased a completely furnished preschool and child care center in Clear Lake. The facility provides a permanent home for the Clear Lake Head Start Program and will allow NICAO to expand services in that facility to infants and toddlers from Cerro Gordo County in the future.

NICAO was awarded a Youth Initiative Grant through Head Start and will be partnering with the Mason City Youth Task Force to provide youth mentors for each of the Mason City Head Start classrooms and to work with local service organizations to build new bookshelves in the same classrooms.

NICAO's central administrative staff, as well as the Low-Income Home Energy Assistance Program (LIHEAP) staff, Management Information Systems (MIS) staff, and the Provider Claim Systems Program completed the move into a new building that was purchased by NICAO during the previous program year and renovated during program year 2002. The new building contains a conference room and is centrally located in the downtown area of Mason City.



NICAO's Head Start administrative staff, as well as the Community Partners, FaDSS, and Family Resource Center/Outreach staff completed their first year of being co-located in their new completely accessible office space in

Mason City. Co-location has provided new opportunities for shared in-service training and improved communication and referrals for families. The new reception area makes waiting easier for those applying for LIHEAP and other forms of assistance. Individual offices finally provide the privacy necessary to conduct completely confidential interviews with program participants.

NICAO's Health Program component successfully completed the process necessary in order to bill third party insurance companies or other private insurance providers for services provided through Family Planning and Child Health.

NICAO's MIS staff completed development of a new website that allows every NICAO employee access to updated policies, procedures, and information about new developments in programs and services. A public website has also been developed. The public website gives the public access to information about NICAO's programs and services.

Technology has increased NICAO's capacity by streamlining data collection as Outreach, FaDSS, and the Community Partners program have each begun using electronic forms that can be shared with one another, with other programs, with staff, and other funding sources. Investment in high speed Internet services, such as T-1 lines, and conversion from wireless internet providers has provided more stability as well as speed in transaction times for NICAO computer users.

NORTHEAST IOWA COMMUNITY ACTION CORPORATION

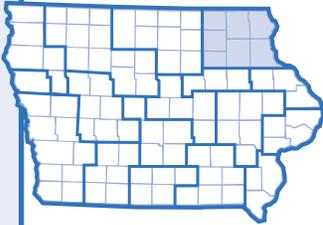
2002 major accomplishments for Northeast Iowa Community Action Corporation (NEICAC):

NEICAC acquired a historic building in Decorah, Iowa that was originally a woolen mill, and most recently a retail tire store. The building was renovated into a low-income apartment complex that has 15 units of one and two bedroom apartments.

With the assistance of a third party, our agency conducted a seven-county "Needs Assessment".

NEICAC received a Rural Housing Capacity Building Initiative grant, in the amount of \$150,000, from the Iowa Finance Authority's Housing Assistance Fund and an additional \$11,000 from the Iowa Coalition for Housing and the Homeless. Funds will be used to pursue the acquisition of lots and the development of affordable single-family homes in their seven-county service area, and establish separate Housing Developer and Property Manager positions.

NEICAC was approved via national re-competition for year six of their Early Head Start Program.



Three Head Start classrooms were relocated to new spaces at the local school district's Early Enrichment Center in Oelwein.



We also relocated the Oelwein FaDSS Specialist's offices and the Oelwein Family Service Center office to spaces providing better access to clients.

NEICAC's planner attained the "Certified Community Action Professional" (CCAP) designation and the Executive Director re-certified as a CCAP. NEICAC's planner was the only individual from Iowa to attain CCAP in 2002. NEICAC is the only agency in the state with four CCAPs.

NEICAC is the only agency in the state with four CCAPs.

OPERATION: NEW VIEW COMMUNITY ACTION AGENCY

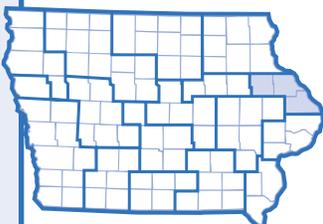
Operation: New View Community Action Agency (New View) continues to broaden its base of local support to provide assistance to tri-county residents.

New View continues to hold "State of Poverty Wellness Simulations" in conjunction with Iowa State Extension. To date, New View has provided this program to 449 individuals in their communities.

New View now has a website. The website is up and running and can be investigated at www.operationnewview.org. You can read about our programs, service statistics, facts about poverty, and links to other community action websites.

In January, the agency submitted and received funding from the Dubuque Racing Association to help with the costs of new computer equipment for the administrative staff and start up monies for a hygiene program.

In July, New View entered into a contract with the City of Dubuque to administer the services of the Washington Tool Library. The library is a free tool lending service to low and moderate income Dubuque residents to assist them in maintaining and rehabilitating residential property.



Tom Stovall, Executive Director, was elected President of the Iowa Community Action Association (ICAA) at the association's annual board meeting in August. Tom was also re-elected as treasurer of the Iowa Association of Community Action Directors (IACAD).

The "Coats for Kids" project was held in October in both Dubuque and Manchester. The agency successfully collected and distributed coats to 1,152 individuals.

Santa's Helper was again a great success! The agency collected over \$20,000 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.

In April, New View opened their 17th Head Start Center. The newest center is located in Dubuque, in the Prodigy Child Development Center. There are slots for 16 children at this center.

A new venture this past year was the distribution of computers to low-income families. New View put out an appeal to the public for useable computers. Sixty-one computers were donated; 48 were usable and distributed to families for their personal use.

OPERATION THRESHOLD

Operation Threshold secured funding from the Iowa Homeownership Education Project and Fannie Mae to provide education to the community about predatory lending. Operation Threshold collaborated with several local entities such as Iowa State University Extension, the City of Waterloo, Legal Services, Hawkeye Valley Area Agency on Aging, and Fannie Mae's Iowa Partnership office to provide educational outreach. Activities conducted to date include a town hall meeting, recreation, and cable television shows. Collaborative partners are working to expand services to include intervention strategies and secure funding to make "rescue loans" available.

This region was one of four selected by the Northwest Area Foundation to receive funding to develop a strategic plan to reduce area poverty. Executive Director, Barbara Grant, serves on the Operation Team – the small group that directs the overall work of the local initiative called "Opportunity Works!" Additionally,

Barb was able to involve an Operation Threshold Board Member and a staff person from a neighboring community action agency on the Process Design Team. The strategic plan will be submitted to the Northwest Area Foundation. The Foundation will then select up to two areas to receive significant

amounts of funding over a 10-year period.

Operation Threshold was the Iowa recipient of the Bruce Vento Distinguished Service award for their housing efforts. Operation Threshold was selected by the Iowa Coalition for Housing and the Homeless for efforts in securing funding for the Salvation Army and for providing affordable rural housing in Independence. The award was presented at the Regional Conference on Housing and the Homeless sponsored by the Minnesota and National Coalitions for Housing and the Homeless.

Operation Threshold received a grant for \$200,000 from the Iowa Department of Economic Development and the Iowa Finance Authority to build affordable housing in Waterloo.



RED ROCK AREA COMMUNITY ACTION PROGRAM

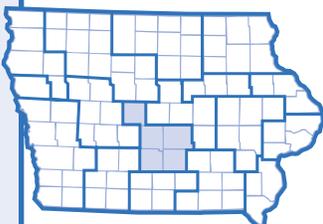
In May of 2002, Red Rock began accepting clients in their Legal Aid Program in Jasper County, and by August, had started working on their cases. Donations from several sources helped Red Rock contract with an area attorney, and upgrade computers to get the program running. By the end of the program year, the program had taken 35 applications for assistance. Beginning in program year 2003, an attorney will be assisting clients in the areas of probate, dissolution of marriage, child support, power of attorney, domestic violence, and minor criminal matters.

Each summer, three of Red Rock's county centers distribute school supplies. Qualifying students receive various school supplies as dictated by the school district. In program year 2002, Red Rock distributed school supplies to 253 children. This program is funded by donations from area residents, organizations, and companies.

The Key Card/Recreation Pass is a program that is offered in two of Red Rock's counties. Each county center, working with other area agencies and local companies, provides passes to low-income youth that allows them to attend events or patronize



businesses that they otherwise might not be able to afford. The passes can be used at swimming pools, school athletic events, local restaurants, and local attractions. The passes have been a great way to get youth and parents involved in their community.

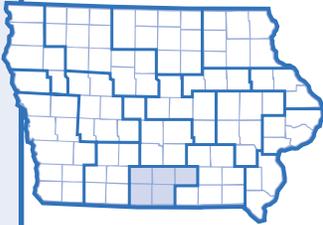


SOUTH CENTRAL IOWA COMMUNITY ACTION PROGRAM

South Central Iowa Community Action Program (SCICAP) had a strong 2002 program year. Some of their accomplishments are:

New computer systems were added to five county outreach offices – and each have e-mail and internet capability. These changes have allowed the outreach offices to use the new internet driven client-tracking software, NIFCAP. The on-line access has also improved outreach offices through speedier communication and getting information out more efficiently. Outreach staff are now able to assist families with obtaining information via the Internet.

The Head Start program received funding to purchase five new yellow school buses. These new buses are equipped to meet the new Head Start transportation guidelines, which will become effective in 2006. In addition, the Early Head Start program received funding to purchase a yellow bus with restraints for infants birth through five.



The Early Head Start program was awarded funding for wraparound child care in Leon. Low-income parents who work 28 hours per week or attend school full-time are eligible to access the services for extended child care.

The Crisis Child Care program has provided invaluable assistance to families in Clarke, Decatur, Wayne, and Ringgold Counties. This program provides up to 72 hours of emergency child care, free of charge, for children birth through 17 years of age. There are no income eligibility guidelines. Crisis care has been provided in instances of domestic violence, hospitalization, and arrests. The program will be maintained in the coming year through funding from Iowa Crisis Care and Respite Coalition and will expand to provide services to Lucas county as well.

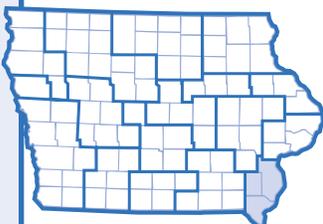


The Iowans Save IDA program was expanded to include the counties served previously by the community action agency, SIEDA. Participants may save up to \$3,000 or \$8,000 per household, which is a dollar for dollar match to be used by August 2004 for education, purchase of a first home, or start-up/expansion of a small business. There are currently 15 active participants in the program.

SOUTHEAST IOWA COMMUNITY ACTION ORGANIZATION

Southeast Iowa Community Action Organization (Southeast Iowa) continued the trend of serving an increased number of individuals. During program year 2002, the agency served over 16,000 individuals which is an increase of 14% from the preceding year. One of the reasons for the increase may be that Southeast Iowa has had a number of plant closings and lay-offs which has resulted in an increased need for services.

In program year 2002, Southeast Iowa had a customer satisfaction survey conducted by CD-Dial of Iowa State University. The process included specialized surveys for participants of Head Start, WIC, RTA, Child Care Resource and Referral, and a general survey for participants at our outreach centers. The majority of participants surveyed indicated that they were very satisfied with the services they received from Southeast Iowa. Survey participants were also provided positive information about service delivery improvements and information concerning unmet needs.



Southeast Iowa has seen a marked increase in the number of individuals who are in need of medication assistance. Local doctors recognized this need for assistance and came to Southeast Iowa with their concerns. A grant from the Great River Health System

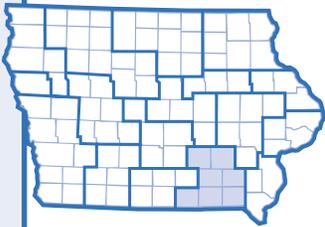
Community Endowment Foundation and local donations were obtained to fund a Medication Assistance Program (MAP). The program started on July 1, 2002. A MAP Coordinator was hired and uses a case management approach to assist participants. The coordinator works with the individual to complete forms for accessing various pharmaceutical company programs in order to help them acquire their medication. The services are provided at no charge to the individual.

Southeast Iowa has seen many immigrants coming into communities and having to face many obstacles. To address this, Southeast Iowa spearheaded a Diversity Committee in Des Moines County. The committee has taken on the responsibility of welcoming these immigrants and helping them to become integral members of their communities. Local government officials have since passed proclamations in support of this committee, and local businesses, law enforcement, school officials, churches, social organizations, and interested parties have participated in meetings to discuss how they could help.

SOUTHERN IOWA ECONOMIC DEVELOPMENT ASSOCIATION (SIEDA)

SIEDA applied for and received an Early Learning Opportunity Act (ELOA) national discretionary grant awarded by the Department of Health and Human Services for \$457,285. The grant expanded the capacity of the agency's Parents As Teachers (PAT) Program, allowed the addition of one PAT educator in each of the six counties and purchased mini-vans that are used to provide transportation for families enrolled in the program to assist them in obtaining needed medical and social services in the rural areas. The ELOA grant augmented the Parents As Teachers Program currently being funded by three of the Empowerment Areas within SIEDA's service area. The Parents As Teachers Program is an in-home parent education and support program for parents of children from birth to five years of age. Parents are taught activities and skills designed to stimulate the development of the brain and maximize the success of their child in school. A total of 15 PAT educators serve families enrolled in the program.

In addition to funding for the Parents As Teachers program, SIEDA receives funding from its four Empowerment Areas for expanded hours in its Head Start classrooms, for recruitment and training of childcare providers and for case management services through its Neighborhood Resource Centers.



Responding to the needs of the increased Hispanic population in the area, the Head Start Program opened a bilingual Head Start class in Wapello County. The class is a mixture of English and Spanish speaking children designed to encourage the development of a second language for both the English and Spanish speaking children.

All agency staff participated in a strategic planning retreat to develop long range goals for the agency. The staff identified five goals and formed committees to develop action plans to achieve the goals. A major goal was to develop facilities in each county that would allow for the co-location of all SIEDA programs in one building. The first county, Davis County, moved into their new "one-stop shop" this spring.

As a result of a second goal of the strategic plan, a new position was developed for the agency that will concentrate on Planning and Coordination of both internal and external resources for the agency.

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

UPPER DES MOINES OPPORTUNITY, INC. (UDMO)

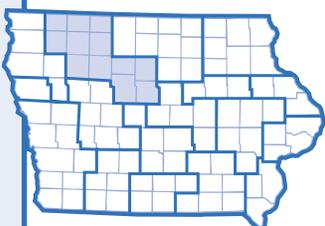
During program year 2002, UDMO offered continued support of these community projects:

The Free Clinic – UDMO uses CSBG funding to support the Free Clinic, housed in the Estherville First Christian Church. The clinic operates from 6:30 to 8:30 p.m. on the second and fourth Tuesday of each month and provides no-cost health services to low-income individuals.

Just Friends – CSBG funding is also used to support Just Friends, a drop-in mental health center housed in Spencer's Sacred Heart Catholic Church. Visitors to the center benefit from social interaction and support from staff members and others using the center. Partners are the Spencer Municipal Hospital and Spencer Psychiatry.

Spirit Lake Child Development Center – The Center was created as a way to assist families who were above the 100% Head Start poverty guideline but needed quality, affordable preschool options for their children. The Center, which is housed in the Spirit Lake Community School, serves 17 children from 8 a.m. to 3 p.m. Monday through Friday. Since the program is based on the Head Start model, children experience the same quality education they would if involved in a traditional Head Start program.

Collaborative partners for this project are Lakes Area Empowerment, Head Start and UDMO, Spirit Lake Community Schools, Area Education Agency, local opticians, and Dickinson County Public Health. These partners provide funding, education, health screenings and services, immunizations, meals and transportation.



After School Programs – We also supported two after-school programs in our service area during fiscal year 02. Students in the Sibley-Ocheyedan and South O'Brien School districts benefited from these programs.

UDMO collaborates with all Community Empowerment Areas in the UDMO service area 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 hold positions on some of the Empowerment Boards and advisory boards, further increasing collaboration and strengthening relationships.

In September 2002, UDMO partnered with Mid-Sioux Opportunity, Inc. and the Iowa Department of Public Health to hold the Northwest Iowa Diversity Conference in Storm Lake. Speakers included Dr. Maxine Hayes, State Health Officer for the Washington State Department of Health; Janice Edmunds-Wells, Minority Health Officer for the Iowa Department of Public Health, and panels comprised of local service providers and service recipients.

UDMO has been working closely with local boards of public health and local public health administrators to facilitate relationships between our agencies and to better serve our WIC and Maternal/Child Health population. A joint meeting was held in September 2002, to discuss issues of concern and plans were made to continue this beneficial communication.

Several of UDMO's volunteers were honored for their service throughout the year. Twenty-four volunteers received awards at our annual meeting, six volunteers received the 2002 Governor's Volunteer Award, and four UDMO partners were recognized at the 2002 Iowa Community Action Association Conference.

WEST CENTRAL DEVELOPMENT CORPORATION

West Central moved two Head Start classrooms into the new child development center in Denison. Community Development Block Grant and private donations funded the new center. The center houses Head Start, public school pre-school programs, and childcare facilities.

West Central operates six Head Start classrooms in Crawford County. Crawford County has experienced an increase of 1,500% in its Hispanic population. In response to the increase in Hispanic participants, West Central has employed two interpreters for the Head Start Program and for the WIC Program. West Central continues to need additional staff to adequately deal with the Hispanic participants.

West Central's Head Start Center in Council Bluffs was remodeled. An attached automobile garage was remodeled into offices, a break room, and a meeting room. A new parking lot was constructed to meet city codes and to provide a safe drop off and pick up area for children.



West Central made preparations for the new computerized management information system. This new system is an Internet based system that will provide live informa-

tion throughout the 10-county area. New Internet connections have been installed in most of our Outreach Offices in preparation for the new system.

The FaDSS Program received severe funding reductions during the past year. In response to the reductions West Central co-funded the FaDSS Program with an additional \$60,000. West Central was able to preserve the client group. West Central also participated in a successful information program to alert the elected public officials of the purposes and value of the FaDSS Program.

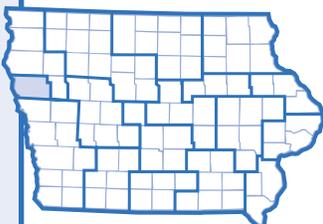


West Central's Outreach office in Monona County is host to a variety of programs and agencies, including Iowa Workforce Development. The IWD provides computerized services from the office and staffs use the office to provide services to community residents. An increasing number of Monona County people, both employers and employees, use the Monona County Outreach Office.

WOODBURY COUNTY COMMUNITY ACTION AGENCY

The United States Department of Housing and Urban Development awarded the agency \$411,723 for a three year continuation grant under the Supportive Housing Program. The award will fund Crossroads, a transitional housing facility for homeless women and their children. The facility houses up to seven adult women and their children up to age five; the total number of individuals at any given time depends upon the ages of the children. The grant will allow us to continue providing assistance to women who are left homeless for a variety of reasons, from health problems to domestic violence or other circumstances. Crossroads allows them the opportunity to get on their feet as they move away from homelessness.

The Woodbury County Community Action Agency has been recognized by the U. S. Department of Justice, Executive Office for Immigration Review. Norma DeLao, Coordinator for the New Iowan Center received accreditation status to practice before the Immigration and Naturalization Service. The accreditation allows Ms.



DeLao to offer immigration services such as filling out immigration forms, giving legal advice and representing individuals in Immigration Court. The New Iowan Center is a partnership between the Woodbury County Community Action Agency and Iowa Workforce Development.



SERVICES PROVIDED

BY COMMUNITY ACTION AGENCIES - STATEWIDE



EMPLOYMENT SERVICES

Employment services were provided to at least 1,102 individuals. These services included job counseling, job placement and development, job training, skills training, senior employment, and other employment services. 13,730 referral and information contacts were made concerning employment.

EDUCATION SERVICES

Education services were provided to at least 9,050 individuals. These services included educational counseling and guidance, enrollment in Head Start and Early Head Start, day care, child development, ABE/GED classes, Head Start literacy classes, self-help classes, and other educational programs. Also included were Child Care Resource and Referrals to 4,323 providers and 2,710 household providers. 102,801 referral and information contacts were made concerning education.

INCOME MANAGEMENT SERVICES

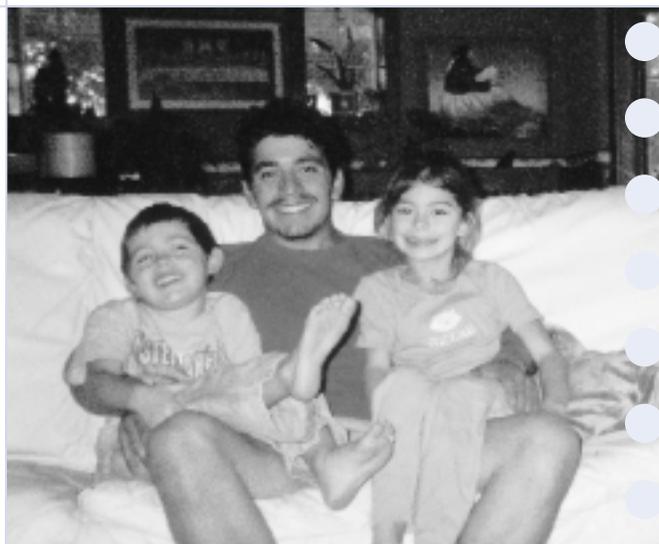
Income management services were provided to at least 91,988 households. These services included household financial counseling, income tax counseling, tax and rent rebate assistance, energy assistance (Low-Income Home Energy Assistance Program) and other income management projects. Also included in this category is Weatherization services (2,839 homes were weatherized in program year 2002). 89,791 referral and information contacts were made concerning income management services.

HOUSING SERVICES

Housing services were provided to at least 4,322 households. These services included homeownership and loan assistance, housing advocacy, home repair, home rehabilitation services, CHORE services, transitional housing, and other housing projects. 29,772 referral and information contacts were made concerning housing services.

NON-FOOD EMERGENCY ASSISTANCE SERVICES

Non-food emergency assistance services were provided to at least 21,550 households. These services included cash assistance and loans, emergency energy programs, crisis intervention, donated goods and services, homeless aid, and other emergency programs. 103,086 referral and information contacts were made concerning non-food emergency assistance.



NUTRITION SERVICES

Nutrition services were provided to at least 36,530 households. These services included surplus food, food pantries and shelves, gardening, farmers' market, nutrition counseling, and other nutrition programs. 356,664 hot meals were provided to 2,161 individuals, and meals/snacks were provided to 753,515 individuals through the Child and Adult Care Food Program. WIC served 52,048 individuals and 94,334 information and referral contacts were made concerning nutrition services.

LINKAGES WITH OTHER PROGRAMS

Linkages with other program services were provided to 3,707 individuals. These services included family/individual counseling, transportation, elderly activities, I-Card programs, neighborhood and community development projects and other linkages. 144,694 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 2,181 families made up of 7,203 individuals. A total of 1,831 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 27,230 individuals. These services included transportation to medical services, maternal and infant health programs, immunization programs, family planning services, drug and alcohol programs, rehabilitation treatments and support, dental screenings, lead screenings, prescription medications, and other health programs. 30,826 referral and information contacts were made concerning health services.



YOUTH SERVICES

Youth services were provided to 1,618 individuals. These services included youth recreation, youth work experience, youth counseling and guidance, fatherhood involvement programs, and other youth programs. 4,220 referral and information contacts were made concerning youth services.

VOLUNTEER SERVICES

A total of 16,777 individuals offered their services as volunteers to Iowa's Community Action Agencies during program year 2002. These individuals performed 460,667 hours of volunteer service for a total dollar value of \$7,619,432. 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 PROGRAM YEAR 2002

TOTAL NUMBER OF INDIVIDUALS SERVED

Individuals283,891

TOTAL NUMBER OF FAMILIES SERVED

Households111,668

GENDER (Individuals)

Female161,166.....56.77%

Male.....122,325.....43.09%

Unknown/Not Reported400.....0.14%

ETHNICITY (Individuals)

White230,838.....81.31%

African American23,591.....8.31%

Hispanic17,216.....6.06%

Asian/Pacific Islander2,841.....1.00%

Native American/Alaskan1,633.....0.58%

Other.....4,606.....1.62%

Unknown/Not Reported3,166.....1.12%

AGE (Individuals)

0 - 3 Years of Age35,018.....12.34%

4 - 5 Years of Age16,112.....5.68%

6 - 11 Years of Age38,743.....13.65%

12 - 17 Years of Age30,703.....10.82%

18 - 23 Years of Age24,719.....8.71%

24 - 34 Years of Age42,918.....15.12%

35 - 44 Years of Age34,329.....12.09%

45 - 54 Years of Age19,329.....6.81%

55 - 69 Years of Age17,877.....6.30%

70 + Years of Age24,067.....8.48%

Unknown/Not Reported76.....0.03%

LEVEL OF FAMILY INCOME (Households)

At or below 75% of Poverty47,49742.53%

Over 75% - 100% of Poverty.....22,06019.75%

Over 100% - 125% of Poverty.....20,25718.14%

Over 125% - 150% of Poverty.....15,01913.45%

Over 150% of Poverty.....6,8356.12%

Unknown/Not Reported0.....0.00%

HOUSEHOLD TYPE (Households)

Single Parent/Female.....	27,351	24.49%
Single Parent/Male.....	2,148	1.92%
Two Parents with child/children.....	27,528	24.65%
Single Person.....	38,994	34.92%
Two Adults with no children.....	12,551	11.24%
Other.....	2,010	1.80%
Unknown/Not Reported.....	1,086	0.97%

FAMILY SIZE (Households)

One person in household.....	40,412	36.19%
Two persons in household.....	23,780	21.30%
Three persons in household.....	18,130	16.24%
Four persons in household.....	14,686	13.15%
Five persons in household.....	8,800	7.88%
Six persons in household.....	3,691	3.31%
Seven persons in household.....	1,364	1.22%
Eight or more persons in household.....	805	0.72%
Unknown/Not Reported.....	0	0.00%

HOUSING (Households)

Family rents house/apartment.....	61,458	55.04%
Family owns or is buying home.....	45,619	40.85%
Family homeless.....	1,375	1.23%
Other.....	2,184	1.96%
Unknown/Not Reported.....	1,032	0.92%

SOURCE OF FAMILY INCOME (Households)

(Numbers are not necessarily unduplicated)

Family income from employment & other sources.....	14,858
Family income from employment only.....	32,361
Family has no income or unreliable income.....	7,798
Family receives FIP.....	12,164
Family receives SSI.....	16,445
Family receives Social Security.....	36,576
Family receives pension.....	5,453
Family receives unemployment insurance.....	3,806
Family receives general assistance.....	442
Family receives food stamps.....	33,571
Family receives income from other sources.....	6,773
Unduplicated # of families reporting income source.....	106,563

OTHER CHARACTERISTICS OF FAMILIES

(Numbers are not necessarily unduplicated)

A member of the family without health insurance.....	77,022
A member of the family is disabled.....	51,203
A veteran is a member of the household.....	7,649
Family is engaged in farming.....	1,356
Family is engaged in migrant farming.....	117
Family is engaged as seasonal farmers.....	96



FUNDING SOURCES

FOR PROGRAM YEAR 2002

FEDERAL FUNDS

U.S. Department of Health and Human Services	\$91,348,250
U.S. Department of Agriculture.....	10,378,219
U.S. Department of Energy	3,967,659
U.S. Department of Housing & Urban Development.....	3,393,949
U.S. Department of Labor	1,675,006
U.S. Department of Transportation	578,024
Other Federal Funds	1,546,861
SUB TOTAL	\$112,887,968

STATE FUNDS

Department of Education	\$4,542,755
Department of Human Services.....	3,622,577
Department of Workforce Development.....	793,412
Department of Public Health	767,519
Department of Economic Development.....	722,333
Department of Transportation	304,426
Iowa Finance Authority	285,624
Department of Elder Affairs.....	200,711
Other State Funds	2,018,990
SUB TOTAL	\$13,258,347

LOCAL FUNDS

Counties	\$897,028
Cities	344,769
Other Local.....	217,156
SUB TOTAL	\$1,458,953

PRIVATE FUNDS

Donated Funds	\$2,599,667
Payments for services.....	2,506,049
Fees	1,536,251
Other non-profits	819,491
United Ways	538,914
Foundations	262,718
Corporations	126,169
SUB TOTAL	\$8,389,259

TOTAL FUNDING	\$135,994,527
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COMMISSION AND STAFF

2002 COMMISSION ON COMMUNITY ACTION AGENCIES

Merl L. McFarlane, Chair	Oelwein
Kathy Beauchamp	Des Moines
Ethel Campbell	Shannon City
Mike Coverdale	Nevada
Lois Eichacker	Fort Madison
Bob Knowler	Sioux City
Thomas Letsche	Remsen
Loren Wakefield	Waterloo
Catherine Whitfield	Des Moines
Ruth White, Ex-Officio	Des Moines



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The Division of Community Action Agencies would like to thank Upper Des Moines Opportunity, Inc. for their time and effort in the development of the report.

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