

Iowa Division of Community Action Agencies



Community
Action
in Iowa

2003 ANNUAL REPORT



THOMAS J. VILSACK
GOVERNOR

SALLY J. PEDERSON
LT. GOVERNOR

DIVISION OF COMMUNITY ACTION AGENCIES
WILLIAM J. BRAND, ADMINISTRATOR

Dear Iowans:

This year marks the 40th Anniversary of Community Action, based on the 1964 passage of the Economic Opportunity Act. No other anti-poverty network in the country can boast the legacy and success of community action in empowering and improving the lives of low-income citizens.

From Head Start to child health, energy assistance to family development, community action agencies are leading the way to healthier families and stronger communities. Iowa's network of 18 local community action agencies, in partnership with the Division of Community Action Agencies, served over 300,000 Iowans in FY 2003 in fulfilling our commitment to "Helping People, Changing Lives".

Our commitment to forging partnerships at the state and local levels to bring economic opportunity and self-sufficiency to all citizens remains unwavering as we begin community action's second 40 years.

I invite your review of the Division of Community Action Agencies' 2003 Annual Report. This report details the many efforts of the Division and the network of local community action agencies that are serving to strengthen our state and help make Iowa a truly great place to live.

Sincerely,

William J. Brand
Administrator

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Division of **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 Program (CFNP).

CSBG funds are distributed to Iowa's 18 community action agencies. These 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 in achieving self-sufficiency and ensure their basic needs are met.

In FY 2003, agencies served over 117,000 families and 301,000 individuals. The 18 Iowa agencies also received over \$136,000,000 in federal, state, local, and private funding. CSBG funding in FY 2003 was slightly less than \$7,000,000.

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.)

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

In FY 2003, the bureau partnered with Iowa Legal Aid by providing Community Food and Nutrition Program (CFNP) funding for their Feeding Iowa's New Immigrant Population project. CFNP funding for this project (\$29,852) was used to provide nutrition education, training, advocacy, and information to Iowa's new immigrant families.

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 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 77,850 Iowa households in FY 2003.

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.

Iowa was one of 20 states that recently participated in a national survey conducted by APPRISE, Inc. for the National Energy Assistance Directors Association (NEADA). A copy of the survey can be downloaded from the NEADA website www.neada.org. The following are a few findings from the survey:

LIHEAP recipients took constructive action to lower energy bills.

- 44% put plastic on their windows.
- 76% turned the heat down when they went to bed.
- 83% kept shades and curtains closed during the day time in the summer.
- 78% used fans and opened windows.
- 65% washed clothes in cold water.
- 44% used compact fluorescent light bulbs.

Despite their best efforts at conservation, many households face serious consequences due to unaffordable energy.

- 38% went without medical or dental care.
- 30% went without filling a prescription or taking a full dose of medicine.
- 22% went without food at least one day.
- 21% became sick because their house was too cold.

And yet, LIHEAP makes a significant difference for recipient households.

- 88% said LIHEAP has been very important in helping meet their needs.
- 62% of those who lost service due to inability to pay said that LIHEAP helped to restore service.
- 48% said that they would have had electricity or heating disconnected if LIHEAP had not been available.
- 54% said they would have kept their home at an unsafe or unhealthy temperature if LIHEAP had not been available.



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 2003, 37% of the households served included at least one elderly person, 45% included at least one disabled person and 11% included young children.

The Iowa Weatherization Assistance Program partners with Iowa's Low-Income Home Energy Assistance Program (LIHEAP). While LIHEAP 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 \$4.9 million in federal Department of Energy funds, the Bureau also received \$5.3 million from LIHEAP and \$2.4 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 VISIT A SUCCESS

By: Mike Loos

Marilyn Brummit says she won't have to worry as much about her granddaughter Maddie's comfort when she comes to play on grandma's living room floor. Marilyn was unquestionably appreciative of the weatherization work being done to her home in Bettendorf, Iowa. So much so she agreed with less than a week's notice to allow the U.S. Secretary of Energy, Spencer Abraham, to visit the work in process.

Mrs. Brummit could hardly believe all of the attention she was receiving. It was just another cold Friday afternoon in February for Marilyn until she received a phone call from the Iowa East Central T.R.A.I.N. weatherization office. Marilyn's home had been evaluated three weeks earlier; the furnace contractor had tuned and cleaned the furnace, and we were now calling to begin the insulation measures to her home. The twist came when we mentioned that we would like to use her home as a demonstration house for the Secretary of Energy, the following Thursday. Without hesitation she agreed.

Tuesday came and the crew began their work. Meetings were held with delegates from the regional office. The

replacement refrigerator was ordered. Mrs. Brummit's garage door was a turnstile of visitors. Wednesday started much the same as Tuesday. The Secretary's advance team arrived, and so did the refrigerator. Furniture was moved, coordinates were planned, weatherization measures were continuing. Thursday was upon us and the stress and frantic work of the days prior paid great dividends when the visit went off without a hitch.

On February 19, 2004, the Secretary came to Iowa to raise awareness for the federal government's Weatherization Assistance Program, and the President's proposal to spend \$1.4 billion over the next ten years to weatherize homes of low-income families. This increase would give Iowa an additional \$1 million in 2005.

While at the home, the Secretary, along with Assistant Secretary of Energy Efficiency and Renewable Energy David Garman, were taken on a tour of the different stages of weatherization performed. The tour gave Mike Loos, Weatherization Director for Iowa East Central T.R.A.I.N., an opportunity to demonstrate and discuss the diagnostic equipment used, the health and safety considerations

taken, the live demonstration of dense-pack insulation, the appliance replacement aspects of the program, and an overall summary of a complete energy efficiency program.

While the opportunity to "show off" the program to the Secretary and those who attended from the Chicago regional office was an honor, the real benefit came from being able to demonstrate the amount of work, knowledge, dedication, and training that goes into weatherizing a home, to those at the local level. The opportunity to demonstrate the amount of work each house receives to board members, agency staff, state staff, and local media, was the best aspect of the Secretary's visit.

Many thanks must be given to all involved for this success. First and foremost we thank the crew of Taurus Puckett, Tony Reed, and Jack Coleman. Their work was professional as usual. We also thank Dave Sexton, Kevin Petty, and Wendy Anderson of the Iowa East Central T.R.A.I.N. Weatherization Department, and our Executive Director Roger Pavey for their help in bringing it all together.



FAMILY DEVELOPMENT AND SELF-SUFFICIENCY GRANT PROGRAM

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 2003, FaDSS was funded through an appropriation of \$5,133,042 in TANF block grant funds. In addition to the TANF funds, local grantees provided \$1,407,418 in local and in-kind funds to supplement FaDSS.

NETWORK:

FaDSS is provided in all of Iowa's 99 counties through a network of 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 (3,470 families, with 6,588 children, of which 3,465 were between the ages 0-5);
- Families of an ethnic minority group (27% 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.

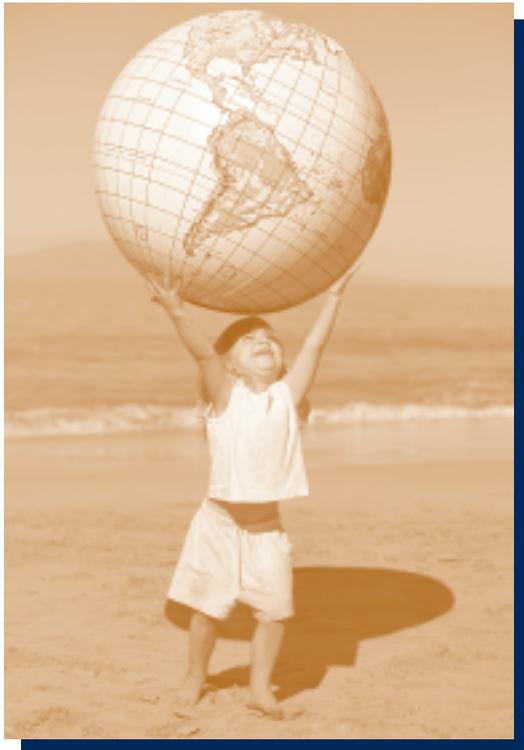
FAMILIES FACE MANY BARRIERS:

Families in FaDSS face many barriers to self-sufficiency. Below is a summary of issues families faced during 2003. For a complete list of issues faced by FaDSS families see *Snapshot of Issues Faced by FaDSS Families* in the 2003 FaDSS Annual Report.

BARRIERS

Barriers Faced by Families	FaDSS Snapshot (1)
Mental Health Issues	56%
Substance Abuse	56%
Housing Issues	26% (2)
2 or More Barriers	76%

1. FY 2003 Snapshot of Issues Faced by FaDSS Families
2. Homeless or near homeless during FY 2003



FOR MORE DETAILED INFORMATION ON THE FaDSS PROGRAM, PLEASE SEE THE FY 2003 FaDSS ANNUAL REPORT, OR VISIT THE FaDSS WEBSITE AT WWW.IOWAFADSS.ORG.

FADSS PROGRAM RESULTS:

FAMILY INVESTMENT PROGRAM USAGE

- Of families that exited FaDSS in 2003, 75% stayed off FIP for at least one year.
- As FaDSS families moved from welfare to employment the state of Iowa realized a savings of \$1,606,599 in FIP cash assistance.

EMPLOYMENT

- Approximately 1,800 FaDSS families were employed during FY 2003.
- FaDSS families earned \$5,199,109 in wages in FY 2003, which represents over 63% of their income.

PROTECTING CHILDREN

- Nearly 35% 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 333 children placed out of their homes. FaDSS services allowed 94 of these children to return to their families.
- FaDSS workers are mandatory child abuse reporters.

EDUCATION GOALS ACHIEVED

- 235 GED/HS Diploma
- 129 Certification Program
- 82 Associate Degree
- 17 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

- 1,277 or 80% of households that had an individual with identified mental health issues received treatment while participating in FaDSS in FY 2003.
- 363 or 78% of households that had an individual with current or past substance abuse issues received treatment while participating in FaDSS in FY 2003.

COMMUNITY ACTION AGENCIES

In Iowa

Community Opportunities, Inc.

603 West 8th Street - PO Box 427
Carroll, IA 51401-0427
(712) 792-9266
Mr. Lloyd DeMoss, Executive Director
CSBG: Marla Janning, WX and LIHEAP: Shelle Kent
Persons Served: 14,502
FY 2003 Funding Received: \$5,666,740
FY 2003 In-kind Contributions: \$630,849

Hawkeye Area Community Action Program

1515 Hawkeye Drive - PO Box 490
Hiawatha, IA 52233
(319) 393-7811
Mr. Don Maniccia, Executive Director
CSBG: Joyce Finn
WX & LIHEAP: Mitch Finn
Persons Served: 37,837
FY 2003 Funding Received: \$15,847,329
FY 2003 In-kind Contributions: \$3,013,172

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

2804 Eastern Avenue
Davenport, IA 52803
(563) 324-3236
Mr. Roger Pavey, Executive Director
CSBG and LIHEAP: Karen Lueders
WX: Michael Loos, FaDSS: Helen Benker
Persons Served: 24,817
FY 2003 Funding Received: \$12,271,442
FY 2003 In-kind Contributions: \$1,139,000

MATURA Action Corporation

203 West Adams
Creston, IA 50801
(641) 782-8431
Mr. Jerry Smith, Executive Director
CSBG and LIHEAP: Linda Steward
WX: Eldon Starmer, FaDSS: Patricia J. West
Persons Served: 9,422
FY 2003 Funding Received: \$4,265,646
FY 2003 In-kind Contributions: \$872,651

Mid-Iowa Community Action, Inc.

1001 S. 18th Avenue
Marshalltown, IA 50158
(641) 752-7162
Ms. Arlene McAtee, Executive Director
CSBG: David Case, WX: Barry York,
LIHEAP: Diane Papelka, FaDSS: Deb Heil
Persons Served: 13,754
FY 2003 Funding Received: \$10,720,334
FY 2003 In-kind Contributions: \$184,792

Mid-Sioux Opportunity, Inc.

418 Marion Street - PO Box 390
Remsen, IA 51050
(712) 786-2001
Mr. Dick Sievers, Executive Director
CSBG: Kara Spieler, WX and LIHEAP: Julie Colling,
FaDSS: Lisa Rensink
Persons Served: 10,734
FY 2003 Funding Received: \$5,802,915
FY 2003 In-kind Contributions: \$411,531

City of Des Moines/Community Development

602 Robert D. Ray Drive
Des Moines, IA 50309
(515) 283-4180
Mr. Larry Hulse, Director
CSBG, WX, and LIHEAP: Barb Ashton
Persons Served: 21,627
FY 2003 Funding Received: 4,210,536
FY 2003 In-kind Contributions: \$125,000

North Iowa Community Action Organization

218 5th Street SW
Mason City, IA 50402-1627
(641) 423-8993
Mr. Dick Goerd, Executive Director
CSBG: Barb Kellogg, WX: Mike Creeden,
LIHEAP: Myrna Long,
FaDSS: Sandy Rayhons and Bambi Urlich
Persons Served: 12,585
FY 2003 Funding Received: \$9,673,703
FY 2003 In-kind Contributions: \$1,351,644

Northeast Iowa Community Action Corporation

305 Montgomery - PO Box 487
Decorah, IA 52101
(563) 382-8436
Ms. Mary Ann Humpal, Executive Director
CSBG: David Boss, WX and LIHEAP: Scott Barnett
FaDSS: Jere Probert
Persons Served: 17,109
FY 2003 Funding Received: \$10,044,107
FY 2003 In-kind Contributions: \$438,989

Operation: New View Community Action Agency

1473 Central Avenue
Dubuque, IA 52001-4853
(563) 556-5130
Mr. M. Thomas Stovall, Executive Director
CSBG: Joy Davis, WX: Mike Strader
LIHEAP: Jim O'Toole
Persons Served: 14,165
FY 2003 Funding Received: \$8,964,573
FY 2003 In-kind Contributions: \$223,776

Operation Threshold

300 West Third Street
Waterloo, IA 50701
(319) 291-2065
Ms. Barb Grant, Executive Director
CSBG: Lori Miller, WX: Wayne Taylor,
LIHEAP: Michelle Calderwood
FaDSS: Billie Allen-Williams
Persons Served: 16,381
FY 2003 Funding Received: \$4,847,007
FY 2003 In-kind Contributions: \$27,660

Red Rock Area Community Action Program

305 S. Jefferson
Indianola, IA 50125
(515) 961-6271
Ms. Bill Peppmeier, Executive Director
CSBG: Laura Hudson, LIHEAP: LaVerta Foust
Persons Served: 15,235
FY 2003 Funding Received: \$2,422,059
FY 2003 In-kind Contributions: \$167,809

South Central Iowa Community Action Program

1403 NW Church Street
Leon, IA 50144
(641) 446-4155
Mr. Jim Smith, Executive Director
CSBG: Sue McCleary, WX: Jim Smith,
LIHEAP: Linda Clark, FaDSS: Barb Bailey
Persons Served: 6,574
FY 2003 Funding Received: \$4,130,445
FY 2003 In-kind Contributions: \$325,264

Community Action of Southeast Iowa

2850 Mt. Pleasant Street - Suite 108
Burlington, IA 52601
(319) 753-0193
Ms. Sharon Ford, Executive Director
CSBG: Sheri Lewis, WX: Tom Richert,
LIHEAP: Jane Wilson, FaDSS: Cindy Fouke
Persons Served: 13,908
FY 2003 Funding Received: \$8,569,202
FY 2003 In-kind Contributions: \$821,861

Southern Iowa Economic Development Association

226 West Main Street - PO Box 658
Ottumwa, IA 52501-0658
(641) 682-8741
Ms. Phyllis Runnells, Executive Director
CSBG, WX, and LIHEAP: Judith Engle
FaDSS: Judy Songer
Persons Served: 16,696
FY 2003 Funding Received: \$7,460,416
FY 2003 In-kind Contributions: \$449,449

Upper Des Moines Opportunity, Inc.

101 Robins Street - PO Box 519
Graettinger, IA 51342-0519
(712) 859-3885
Mr. Larry Rohret, Executive Director
CSBG: Gina Lowman Hall,
WX and LIHEAP: Jennifer Corley
FaDSS: Nicole Jones
Persons Served: 29,398
FY 2003 Funding Received: \$9,500,336
FY 2003 In-kind Contributions: \$978,737

West Central Development Corporation

1108 8th Street - PO Box 709
Harlan, IA 51537
(712) 755-5135
Mr. Joel Dirks, Executive Director
CSBG: Bob Anastasi
WX and LIHEAP: Marilyn Rodacker
FaDSS: Molly Horan
Persons Served: 19,563
FY 2003 Funding Received: \$10,603,237
FY 2003 In-kind Contributions: \$2,773,774

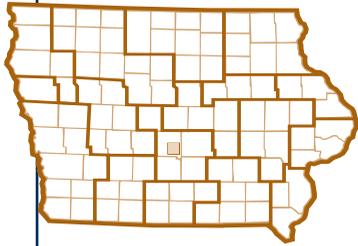
Community Action Agency of Siouxland

2700 Leech
Sioux City, IA 51106-1100
(712) 274-1610
Ms. Jean Logan, Executive Director
CSBG: Pat Mack, WX: Dennis Krause,
LIHEAP and FaDSS: LaRae Lyons
Persons Served: 15,975
FY 2003 Funding Received: \$6,319,713
FY 2003 In-kind Contributions: \$380,291

CITY OF DES MOINES / COMMUNITY DEVELOPMENT

Several highly visible programs were again successfully operated by the Community Services Division – including the collection of food, cash, distribution of 1,030 Holiday Food Baskets and food certificates to local supermarkets, and the operation of 40 neighborhood association sponsored SCRUB cleanups. The SCRUB cleanup project collected and removed over 1,350 tons of junk and debris from neighborhoods in Des Moines. Staff worked with neighborhood associations, which provided volunteers for this Saturday cleanup project.

In FY 2003, Community Services staff worked with over 770 families to re-establish utility service and avoid disconnection of service. Funds from MidAmerican Energy's I-CARE customer service program, the CSBG utility assistance program, the City's own franchise fees, and other funding sources, assisted households facing a utility emergency.



The City of Des Moines – Community Development Department has reviewed its service delivery system offered through their community services outreach offices. Based on this review, the City will modify the service delivery system sometime in fiscal year 2004.

The Community Services Division continues to coordinate with the city's Parks Department and Regency Homes to provide park scholarships for youth, and work with the Aging Resources (central Iowa AAA) to help seniors with utility bills and other things through the Senior Living Program.

The City of Des Moines migrated the Client Information System (CIS) data to a SQL (Structured Query Language) server on the city's network. The SQL server backs up data every fifteen minutes and provides protection for all city enterprise systems and CIS.

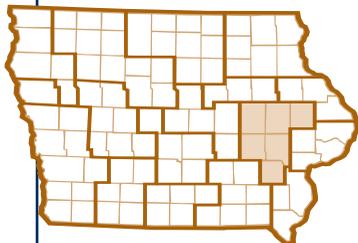
The Community Services Division has actively participated in the Iowa Community Action Association over the past year. This is a statewide association of 18 Iowa community action agencies, which allows for statewide coordination, collaboration, training, and development of programs for low-income Iowans.

HAWKEYE AREA COMMUNITY ACTION PROGRAM

In program year 2003, HACAP completed its first year of their First Call For Help call center. First Call For Help is an information and referral system that links needy families to services that assist them with basic needs, as well as helping them to access all resources that are provided in HACAP's communities. The call center is a community collaboration involving HACAP, United Way of East Central Iowa, Foundation2, and Heritage Area Agency on Aging – it is truly a unique service system that helps all area residents.

Point of Contact System: The most common barrier identified by HACAP for families is the need to travel to several different places to obtain services or even basic emergency needs. In 2003, HACAP put in place their Point of Contact system (POC) at all HACAP Family Resource Centers and as part of the HACAP Calling Center. Information collected from the family can now be immediately transmitted to HACAP's Regional Office, which

allows the family to access services as quickly as possible. HACAP's Point of Contact system is designed to assess each family's immediate needs and linkages to all HACAP managed programs.



The Point of Contact system also allows HACAP to offer services at strategic locations, share costs, improve service accessibility, and promote a greater sense of community. Clients see benefits of decreased travel time to obtain services, a more respectful approach to receiving assistance, and access to a broader range of services and expertise to help overcome barriers.

Community Case Management System: HACAP's Community Case Management System is designed to provide a total service coordination package to families. Trained professionals from community agencies meet to assess, identify, and secure basic services needed to help families achieve their individual goals. The system utilizes a cross-agency case plan that outlines the services the family will receive, while actively linking participants to a full range of services, life skill trainings and referrals to community resources that help the family towards their goal of permanent housing and self-sufficiency. As part of the goal and self-sufficiency plan, agencies may consult with other professionals as needed to contract services that may be needed by the participant that are not covered by other sources, such as mental health, drug treatment and dual diagnosis.

COMMUNITY OPPORTUNITIES, INC.

During FY 2003, Community Opportunities received hawk-I (Title XIX) outreach funding from the Iowa Department of Public Health. With this funding, Community Opportunities worked with local area agencies to provide hawk-I outreach throughout their seven county service area. Each area agency was able to design their own outreach programs within the parameters set by the Iowa Department of Public Health. Community Opportunities staff provided all of the hawk-I outreach in Audubon, Greene and Guthrie Counties, and worked with the subcontractors to provide hawk-I outreach to Dallas, Calhoun, Carroll and Sac counties.

In May 2002, Community Opportunities became an affiliate of Big Brothers Big Sisters of Siouxland. With the success of this program, Community Opportunities increased the number of mentors in 2003, which increased the number of children being served. They continue to encourage couples and families to join this wonderful youth program.

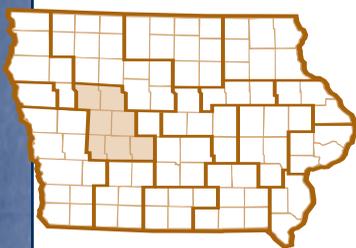
Community Opportunities, received funding from the United Way of Central Iowa to fund an Immigrant Advocacy Center in Perry, Iowa. The United Way of

Central Iowa is providing program funding for three years. 2003 is the second year of this project.

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, located in Perry, Iowa, is staffed with a trained Program Coordinator, and is a safe place for immigrants, both documented and undocumented, to come and receive information. During 2003, five immigrants achieved United States citizenship.

Some other agency 2003 initiatives:

- Community Opportunities began a new strategic planning process. With the assistance of a consultant the process should be completed in FY 2004.
- Community Opportunities is involved in three web-based data collection systems. As a result, it became imperative to have high-speed internet connections throughout the agency. As of the end of FY 2003 all the agency offices, with the exception of one, now have this service.



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

Iowa East Central T.R.A.I.N. has accomplished many things during the past fiscal year. Some of those accomplishments are:

- T.R.A.I.N. converted to the National Community Action logo on all of their letterhead and printed material.
- Produced the first agency annual report in several years as well as updated their brochure.
- During May 2003, conducted a Community Action at Work day to raise awareness in the community about their agency. The day included "Literacy on the Lawn" with local celebrities reading stories to Head Start children, a petting zoo for children, booths provided written material about the programs offered by the agency, and the weatherization program gave demonstrations showing the type of work completed on a home during the weatherization process.

The demonstrations included blower door evaluations, the cellulose insulation process, furnace checks, and hot water heater checks.

- The agency's website has been updated and enhanced.

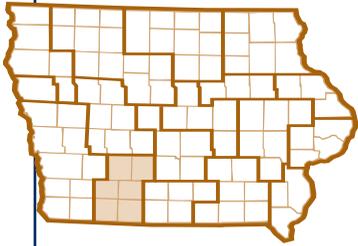
- Agency health and life insurance benefits have been enhanced. In addition, the agency has added long-term disability and a Health Reimbursement Account (HRA) for staff.
- The agency has begun the process of developing a new strategic plan. So far the agency has received input from staff through a staff survey and customer input through a customer focus group. In addition, the management team participated in a daylong retreat to identify strengths of the agency and areas where the agency can improve. A strategic plan committee will address all of the findings from these groups in the upcoming year.



MATURA ACTION CORPORATION

In 2003, MATURA continued to offer their Family Rewards and Father Connections programs.

- The Family Rewards Program provides health education and support to expectant mothers. This is an incentive program that encourages parents to attend educational programs and regular prenatal classes. Points are awarded to each participant for attending the approved classes, doctor visits, Lamaze classes, and other activities. The points can be used to purchase baby items (diapers, formula, clothing, etc.) out of the Family Rewards Program store.
- The fatherhood program, Father Connections, provides activities and educational information to fathers and their children. Mediation services have also been provided. Father Connections serves families in Adams, Adair, and Union counties. The program is a collaboration effort of community partners – MATURA Head Start, Crisis Child Care, Parents as Teachers, Child Support Recovery, and the Ministerial Alliance. Each partner takes turns hosting an event, such as, visiting the zoo, and breakfast with dad. A conference on anger management was also coordinated for the fathers.



This has been a good partnership for all the parties involved and has had a great impact on the dads who attended.

Also in 2003, MATURA accomplished the following:

- MATURA hired a new youth coordinator to work with out of school youth with significant barriers, such as, teen parents or offenders. The staff person has made a special effort to coordinate services with the local community college, AEA, law enforcement, and the Department of Human Services.
- MATURA completed an agency-wide strategic plan. Information for the plan was obtained from the community, governing board, and staff members, and was used for the analysis of the agency's past and future goals.
- MATURA streamlined the management staff, reducing their indirect cost by 20% from the three previous years.
- MATURA upgraded the agency's computer network so virtually all agency staff and outreach centers are connected.

MID-IOWA COMMUNITY ACTION, INC.

In 2003, Mid-Iowa Community Action, Inc. (MICA) accomplished many things. Five of MICA's accomplishments were:

- MICA opened the doors to its new Tama County Family Resource Center and Head Start facility. The Family Resource Center serves people more efficiently with its user-friendly reception and guest services area. The facility has adequate office space, meeting rooms, and a warming kitchen, all of which meet ADA standards, making the building fully accessible to physically challenged individuals. The center allows families to come together for healthy and fun activities. The state of the art Head Start classroom is equipped with proper educational materials, a computer lab, and a teacher-parent observation area. Children now have the opportunity to explore their individuality through hands-on art, music, and reading activities. Kids and parents alike love the new playground, an innovative and creative area for preschoolers that is equipped with impact-absorption material.
- Fatherhood Initiative – Because of the lower than desired level of fathers participating in the Head Start Program, MICA implemented a fatherhood initiative component into the program's curriculum in 2003. The component instituted a four-part initiative that builds program structures and staff capacity to engage Head Start fathers more constructively in their child's development. A Fatherhood Coordinator was hired to provide training and support to the MICA County Directors who exercise daily oversight of Head Start classroom



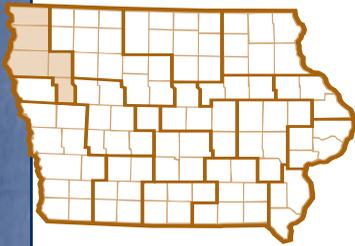
staff and the family development specialists responsible for family-community partnerships. One key strategy that was implemented was the beginning of bi-monthly gatherings specifically for fathers and their Head Start children.

- Peer-to-Peer – MICA's Peer-to-Peer program, funded by the Office of Community Services, is available to help community action agencies identify and address problems that hinder their ability to effectively serve low-income persons. The ultimate beneficiaries of the Peer-to-Peer program are the low-income persons served by the community action agencies with whom MICA works. When agencies are in crisis or near crisis, they are often so overwhelmed and dispirited that they are unable to give their best efforts to the families they serve. To the extent MICA is able to help these agencies chart a new and more successful course, MICA will directly benefit the consumers of their services.
- Service Learners – One afternoon per week, 15 third, fourth, and fifth grade students at a local 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 student learning through their involvement in community service. In 2003, the program was extended for an additional four years because of a grant from the Substance Abuse and Treatment Unit of Central Iowa.
- The National Community Action Management Academy is a training center specifically for leaders of community action agencies. The Academy's purpose is to cross train community action management teams, developing core competencies in knowledge areas critical for the agency's top-level managers.

MID-SIOUX OPPORTUNITY, INC.

In FY 2003, Mid-Sioux received grants from the Ida County Empowerment Board and the Le Mars United Way that have allowed the agency to screen children for lead poisoning through their Women, Infants, and Children (WIC) program. Lead poisoning, from exposure to lead based paint, is a high risk to children in Mid-Sioux's service area due to the area's high number of aging housing stock. The WIC program screened 912 children last year for lead poisoning – 158 of those screened were possible because of the additional funds.

Also in 2003, Mid-Sioux began work on a new childcare facility that will serve the Akron community. This facility houses a community daycare and Head Start services. Resources from the city government, federal CDBG dollars, local fundraising, Head Start, and from local lenders have made the project possible. The new center serves 20 Head Start children and provides daycare to nearly 100 children. The new center opened in December 2003.



Mid-Sioux continues to provide outreach services for Iowa's hawk-I health insurance program. The agency works with families to enroll their children in the program and refer them to other resources. In 2003, 363 children

were enrolled in hawk-I in the Mid-Sioux service area.

During 2003, Mid-Sioux also accomplished the following:

- Completed the Weidler Community Service Center in LeMars, which houses Outreach, Head Start, Early Head Start, Plains Area Mental Health, Alzheimer's Association, and community daycare.
- Expanded their Early Head Start services in Sioux County – 30 additional children and pregnant women can now be served.
- Received a school dental sealant grant that will serve four schools in Sioux County.
- Expanded the childcare home consultation services in Child Care Resources serving Northwest Iowa.



NORTH IOWA COMMUNITY ACTION ORGANIZATION

BLAST, Jr. (Buddies Learning and Studying Together): A collaborative project between North Iowa Community Action's Head Start Program and the Mason City Youth Task Force – BLAST, Jr. brings together public and parochial middle school and high school students identified by the Mason City Youth Task Force with Head Start children enrolled in the Washington Early Childhood Center and the 300-15th Street Head Start classroom location in Mason City. BLAST, Jr. is an after-school project for the middle school students who are paired with a Head Start child for reading and literacy activities under the supervision of a Head Start teacher and a Program Coordinator employed by the Mason City Youth Task Force.

Smoke Free Families: This is a voluntary program for pregnant women and those moms who are up to six months post-partum who want to stop using tobacco products.

NICAO has administered the Smoke Free Families Program for the past three years with a grant from the Iowa Department of Public Health and more recently with the support of local public health

Tobacco Coalitions. The program offers one-to-one counseling, nicotine replacement therapy with a doctor's permission, and bi-weekly support through personal contacts or phone calls until the woman has successfully stopped using tobacco or her eligibility ceases. North Iowa Community Action's WIC Clinics and NICAO Maternal Health nurses make the majority of referrals to the program. The program serves approximately 75 women annually from Cerro Gordo and Mitchell counties. NICAO hopes to expand the service area in the future with Empowerment funding.

SIG Grant – Project Northland: This is a seven-session school-based curriculum for students from sixth grade through high school and their parents. Training to teach the curriculum was provided to North Iowa Community Action staff through a community based SIG grant administered by the Mason City Youth Task Force and supported by the local area education agency. The goal of Project Northland is to prevent under-age use of alcohol. The curriculum focuses on teaching youth to avoid peer pressure to use, the effect of media advertising of substances like cigarettes and alcohol, health alternatives to substance use, and activities to spark conversations between youth and their parents on the topics of substance use and abuse.

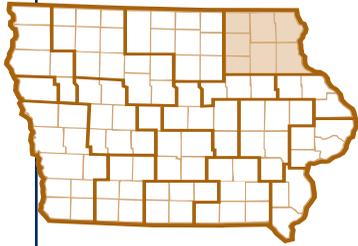


NORTHEAST IOWA COMMUNITY ACTION CORPORATION

Northeast Iowa Community Action Corporation (NEICAC) served over 7,000 families and 17,000 individuals in their service area in FY 2003, and leveraged over \$10 million in federal, state, local, and private funding. Some of NEICAC's major accomplishments in FY 2003 include:

- The acquisition of \$13,900 in unrestricted use funds from four local United Way Organization.
- The Winneshiek County Outreach Office has coordinated the expansion of providing deer meat to low-income families in NEICAC's seven-county service area. The project was originally only offered locally in Decorah.
- NEICAC's low-income housing program is now providing needed safe and sanitary housing to 45 low-income families and individuals.

- NEICAC's Executive Director, Deputy Director, Energy Programs Coordinator, and Community Outreach and Development Coordinator are all Certified Community Action Professionals (CCAP).



The five remaining program coordinators have all enrolled in the CCAP process. NEICAC's top management staff is currently attending the National Community Action Management Academy.

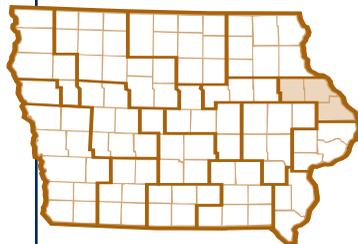
- NEICAC's Early Childhood Programs classrooms in Oelwein relocated into the school district's new Early Childhood Center. The school district in turn is renting back the agency's old building to house its alternative high school.



OPERATION: NEW VIEW COMMUNITY ACTION AGENCY

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

- The agency continues its quest to provide training to employees. All agency in-service staffings are held on an annual basis. Training addresses the general needs of our employees, provides a boost in self-esteem, encourages teamwork, addresses wellness issues, and many other topics in response to training evaluations.
- The agency continues to hold "State of Poverty Welfare Simulation" in conjunction with Iowa State Extension. To date, the agency has provided this program to 541 individuals in our communities.
- In January 2003, the agency submitted and received funding from the Dubuque Racing Association to help with the costs of new copiers at the Central Office, pool passes to the Aquatic Center in Manchester in Delaware County and additional classroom materials for our Head Start Program.
- In May 2003, the agency participated in the first annual Community Baby Shower. The Community Baby Shower was sponsored by KGAN Channel 2, Slumberland Furniture, and FOX 28/40. Members of the community were asked to donate baby items to be distributed to needy local families.

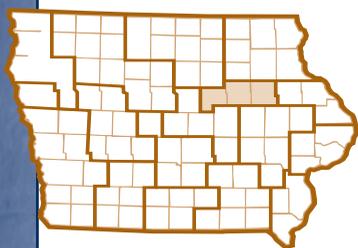


- Tom Stovall, Executive Director, was re-elected President of the Iowa Community Action Association (ICAA) at the association's annual board meeting in August. Tom was also re-elected as treasurer of the Iowa Association of Community Action Directors (IACAD).
- The "Coats for Kids" project was held in October 2002 in both Dubuque and Manchester. The agency successfully collected and distributed coats to 1,350 individuals.
- Santa's Helper was again very successful. 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.
- A venture that began in 2002 continued this past year with the distribution of computers to low-income families. The agency put out an appeal to the public for useable computers. The computers were then donated to families for their personal use.
- The agency continues with the SHARE (Self-Help and Resources Exchange) Program. We serve clients in Cascade, Dyersville, Manchester, and three sites in the City of Dubuque. This program serves over 2,500 households in the two-county area.

OPERATION THRESHOLD

Operation Threshold had a number of major accomplishments in FY 2003. Agency accomplishments were:

In February 2003, the Hawkeye Valley Area Agency on Aging and the Senior Companion Program of Hawkeye Community College worked with Operation Threshold, Iowa State University Extension, and Legal Aid of Iowa on an in-service educational presentation called "Home: It's Where Your Want to Be." Seniors and senior companions were invited to the free workshop to learn about protecting themselves and their homes. The workshop focused on reverse mortgages and other home equity loans, arranging for and financing home repairs, and how to avoid consumer scams and unfair lending practices – including telemarketers and door-to-door sales. Speakers include local contractors, local lenders, and representatives from Fannie Mae and Iowa State Extension. Each participant received materials, information, and refreshments.



Operation Threshold secured funding from the City of Waterloo, Iowa Department of Economic Development and the Home Depot Foundation to build 12 new

single-family houses. The houses will be sold to first-time home buyers who have completed Operation Threshold's Home Buyer Education program. The houses are all being built on the east side of Waterloo, an area that has not seen much housing development for decades.

Operation Threshold's Resource Development Department began producing their own cable access showed called "Community Action Today". The 30 minute talk show airs on Waterloo's cable network. Topics for the program include all the agency's programming, plus a variety of topics and events from others in the community.

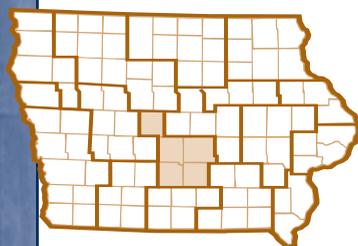


RED ROCK AREA COMMUNITY ACTION PROGRAM

In FY 2003, Red Rock continued to offer two of their successful and innovative programs:

Jasper County Legal Aid: The Legal Aid Program is a community program that helps clients attain self-sufficiency, self-esteem, and dignity by overcoming the barrier of poor legal representation. The major purpose of this program is to provide legal representation to residents who encounter the barrier of poor legal representation due to lack of income. Low-income clients are provided a quality service without the added expense of huge legal fees.

Warren County Chore Program: This program continues to provide services to elderly and disabled residents on a sliding fee schedule based on their income. Services include yard work, snow shoveling, window and door maintenance, cleaning, minor home repairs, and heavy housecleaning to remove fire hazards. This program has been extremely important in helping many of the agency's low-income elderly and disabled clients remain in their own homes.



Also in FY 2003, Red Rock expanded their transportation programs for youth and seniors. A grant from the Warren County Empowerment Board "School Ready" funds, has allowed the agency's Warren County Transportation Service to provide children, five years old and under, low-cost transportation to Indianola preschools and Head Start centers. One-way fares are 50 cents. This program helps get children ready for school by giving them the consistent opportunity to attend preschool and Head Start.

Senior Living Program funds have allowed the agency to expand their Senior Transportation Program. Before the Senior Living Program funds were available, transportation fares for seniors were paid by donations – and rides could only be offered certain days and times of the week. With these additional funds, made available through Aging Resources, the agency is now able to offer more transportation options to seniors.

Although the Warren County Transportation Service is a fully funded viable program, with these new funding opportunities, the agency's transportation services are able to be broadened to provide more opportunities for low-income families and individuals.

SOUTH CENTRAL IOWA COMMUNITY ACTION PROGRAM

The agency's Head Start and Early Head Start programs purchased six new yellow school buses, which are equipped to meet the transportation regulations that become mandatory in 2006. The Head Start buses are equipped with vest type restraints and the Early Head Start bus has restraints for infants to five year olds. The vehicles are leased to the local transportation providers who also received training for the new regulations.

The Child Care Resource and Referral program expanded to include a Parent Service Coordinator who will work to provide information to parents looking for child care. In addition, Child Care Recruiter/Home Consultant provides information and training to both current and potential childcare providers so that they can become licensed. In three of the agency's counties, SCICAP is also the Child and Adult Care Food Program sponsor – this allows for these programs to work

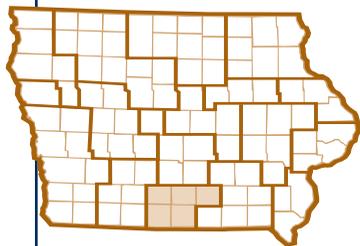
in conjunction to be sure childcare providers are aware of all the programs available to assist them.

The agency's Crisis Child Care Program has provided invaluable assistance to families in Clarke, Decatur, Lucas, Wayne,

and Ringgold Counties. The program provides emergency child care free of charge for children birth through 17 years of age for up to 72 hours. There are no income eligibility guidelines. Crisis care has been provided in instances of domestic violence, hospitalization, and arrests. The program has been maintained through funding from Iowa Crisis Care and Respite Coalition and the Decatur County Decategorization.

The Early Head Start Program was awarded funding for wrap-around child care in Leon. Low-income parents who work 28 hours or attend school full-time are eligible to access the services for extended child care. The center-based Early Head Start program runs in the mornings and the wrap-around picks up the afternoons for eligible parents. This allows the parents to continue working without having to pick up their children and transport them to another childcare provider.

Alliant Energy employees continue to work very closely with SCICAP's outreach staff to ensure that area residents are informed on programs operated by the agency. Working together, they have helped ensure people who had no heat obtain furnaces, and that those facing a utility shut-off know of programs available to help prevent the shut-off and other costly expenses.



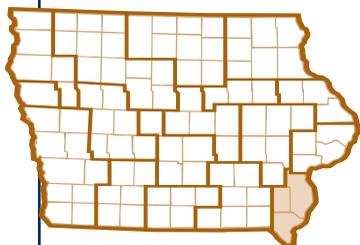
COMMUNITY ACTION OF SOUTHEAST IOWA

Community Action of Southeast Iowa continues to provide vital services to families and individuals in their communities. Some of their services and accomplishments in FY 2003 included:

- Community Action of Southeast Iowa changed their name from Southeast Iowa Community Action Organization. This name change emphasizes the fact that Community Action of Southeast Iowa is a community action agency.
- Board President Glenwood Tolson was selected to receive the Bob Tyson Award from the Iowa Community Action Association (ICAA). Mr. Tolson has been an active member of the agency's Board of Directors for over thirty years. The Bob Tyson award is the highest honor given by ICAA and pays tribute to those who carry the message of Community Action throughout Iowa.
- Community Action of Southeast Iowa continues to serve low income individuals with no prescription healthcare coverage with the Medication Assistance Program (MAP). Since the inception of this program, MAP has assisted over 450 individuals in obtaining their medical prescriptions at little or no cost to them. The MAP program continues to be a popular area program, as each year the program receives more and more referrals.

In 2003, the two doctors that created this program with Southeast Iowa received a volunteer of the year award at the 2003 Iowa Community Action Association Annual Conference for their efforts with MAP.

- A \$5,000 emergency grant was applied for and received from the Fort Madison United Way. These funds were used to assist clients with emergency rent, utility assistance, and other crisis situations.
- The agency continued to operate their Telephone Reassurance Program that serves seniors in Des Moines, Louisa, and Henry Counties. This program contracts with the Area Agency on Aging to provide weekly phone calls to isolated seniors to assure their health and safety.
- Community Action of Southeast Iowa has been busy improving their facilities. The WIC program received a grant from the Muscatine Health Support Foundation to renovate the WIC clinic in Muscatine County. A grant from the Agnes Beinstein Foundation was obtained to assist with the upkeep of the agency's six-plex in Keokuk. The City of Keokuk donated land for expanding parking at the Tallarico Center in Keokuk. The Toy Library, operated by the agency's Child Care Resource and Referral Program, moved to a larger location. The central office is being renovated in order to accommodate additional staff. Currently there are 55 employees housed at the central office.



SOUTHERN IOWA ECONOMIC DEVELOPMENT ASSOCIATION (SIEDA)

SIEDA continued its goal to have all county services available within a single multi-service facility. The agency purchased a former medical clinic in Keokuk County and is in the process of renovating the facility to accommodate the addition of Head Start classrooms to the other services. Similar renovation is occurring in the rented facility in Jefferson County. A Director of Planning and Coordination was hired to oversee these projects.

SIEDA has continued to work in collaboration with agencies and programs in their service area. A few of those collaborations include being heavily involved in the implementation phase of the Clark Initiative Expansion project, the Multi-Cultural Task Force, and the Homeless Housing Task Force. In June 2002, SIEDA hosted the Iowa Family Development Alliance (IFDA) Conference in Ottumwa. The agency continues to be involved in its four Empowerment Areas and serves as a major provider of services for each area.

School Supplies: SIEDA annually partners with local radio stations, community credit unions, local churches, and civic organizations to raise dollars for school supplies for low-income children. The donations come in the form of cash and actual supplies. In 2003, 648 children were provided with supplies to start their school year.

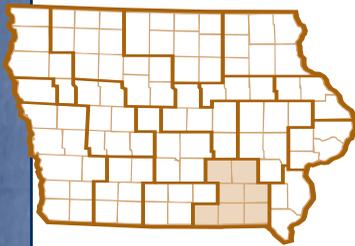
Typically SIEDA has an excess of

supplies and schools are aware that SIEDA is a resource for school supplies throughout the year. So, when new students arrive in the district or teachers are aware of students in need of additional supplies, they contact our resource centers and the needs are met.

NEST – SIEDA began operation of NEST programs in 1998 in Appanoose County with an enrollment of 14 mothers. Since that time they have added the NEST program to all of our seven resource centers. Total enrollment since 1998 has been 1,001 mothers: current enrollment is 162 active participants. The program is an incentive-based parent education program to promote healthy pregnancies and births and maintain stable, healthy, and self-sufficient families. By keeping prenatal appointments, well child visits, and current immunizations in tandem with attendance at weekly education classes at the NEST, mothers earn points that can be spent in the NEST store. This store is stocked with baby items such as diapers, wipes, bottles, lotions, powders, pins, small toys, etc.

In 2003, United Way funding for the Wapello County NEST Program was received for the first time.

Coat Drive – The Coat Drive is an annual event in partnership with local radio stations. Coats are placed on tables in the lobby of SIEDA's Resource Centers with signs "TAKE WHAT YOU NEED". There is no red tape or paperwork. Families try on coats and take only what they need. The average distribution is about 250 to 300 coats per year. Sizes range from infant to adult.



UPPER DES MOINES OPPORTUNITY, INC. (UDMO)

UDMO offered continued support of these community projects during FY 2003.

The Free Clinic: The Free Clinic is 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: Just Friends is a drop-in mental health center housed in Spencer's Sacred Heart Catholic Church. Visitors benefit from social interaction and support from staff members and others that use the center. Partners in this venture are the Spencer Municipal Hospital and Spencer Psychiatry.

Child Development Centers: UDMO has three child development centers in the following communities: Spirit Lake, Storm Lake and Spencer. The centers serve families on a Head Start waiting list as well as those who are above the 100% Head Start poverty guidelines but still need a quality, affordable preschool option for their children. Some participants may pay on a sliding fee scale.

Since the programs are based on a Head Start model, children and families receive the same quality education as those involved in a traditional Head Start program. These children are prepared for school both educationally and socially. Parental involvement is encouraged and families have

many more opportunities for growth experiences.

Child Development Center partners include: Lakes Area Empowerment, Head Start and UDMO, local schools, Area Education Agencies, local opticians and County Public Health departments. These partners provide funding, education, health screenings and services, immunizations, meals and transportation.

Dental Sealant Program: This program is available in 13 of the school districts in UDMO's service area. A dental hygienist does dental exams on elementary and middle school students (2nd and 6th grade) and applies sealants as necessary. The program is in its third year of existence and has seen considerable growth since its implementation. During fiscal year 2003, 611 students received dental exams and 3,346 sealants were applied.

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

UDMO sent a leadership team to the National Community Action Management Academy in San Antonio. The training provided in-depth information about the history, management and future of community action with the goal of promoting high-quality community action programs throughout the nation.



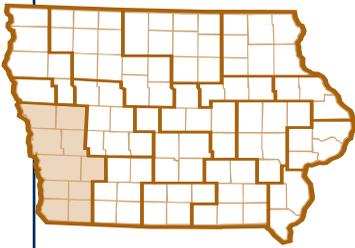
WEST CENTRAL DEVELOPMENT CORPORATION

West Central Development Corporation experienced a number of accomplishments in FY 2003:

- Through the agency's Family Development and Self-Sufficiency program, a number of significant accomplishments were achieved by identifying families' barriers to poverty. By eliminating the cause or condition, 91 families were employed full or part time, 72 families received appropriate treatment for mental health issues, two individuals completed a four-year college degree, and three individuals completed a two-year college degree.
- The Senior Aide program continues to be very successful. Last year this program provided part time employment to over 100 seniors, and 22 seniors obtained unsubsidized employment as a result of this program.

- The agency has embarked on a project in Clarinda to construct a community building that would provide a much needed day care facility and Head Start classrooms. This joint project links the agency with the county, city and community organizations.

- West Central Development Corporation enjoyed another good year in FY 2003! Total revenues exceeded \$10,600,000 – 19,563 individuals were served.
- The agency received new funding in the amount of \$96,000 for two Head Start Wrap-Around child care programs – one in Denison and one in Onawa.
- Negotiations and financing were finalized for the Community Building in Harlan. Some of the dirt work was completed during November of 2002 and construction started during the summer of 2003.
- During the summer of 2003, the agency conducted an extensive job search for an executive director to replace Tom Lawlor who retired. Joel Dirks, the agency's fiscal director, was selected by the Board of Directors for the executive director's position.



COMMUNITY ACTION AGENCY OF SIOUXLAND

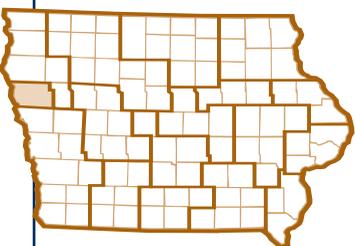
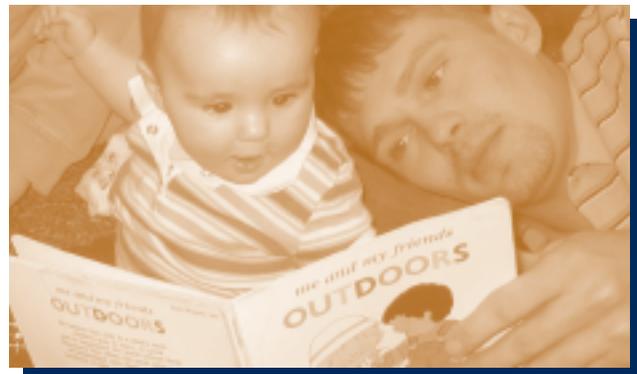
In FY 2003, the New Iowan Center originated and initiated the first Employer Assisted Housing Program in Iowa. This innovative effort is designed to help western Iowa communities attract new companies and retain current employers by establishing a workforce that is stable and invested in the community. Through the program, employers provide financial incentives to employees for purchasing homes within their community.

The New Iowan Center is battling conditions of poverty through this program by promoting home ownership, a key ingredient in asset building as well as employee retention. A stable workforce helps employers remain in these rural communities, creating a stronger economy to prevent poverty. Civic, corporate and political representatives from several surrounding Midwestern states have contacted the New Iowan Center for information on this strategic development initiative.

The New Iowan Center recently added a migrant/seasonal worker position to help address this under served population. The worker travels to northwest Iowa area farms and agricultural organizations to

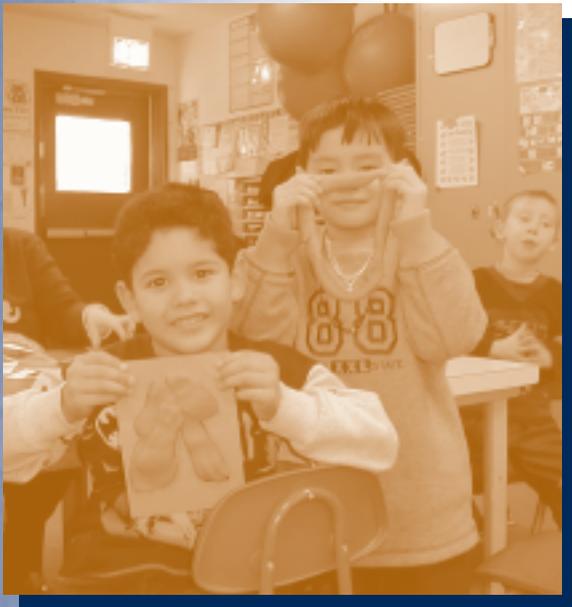
find employers who use seasonal or migrant help. The workers at these farms are provided information about area resources available to help them with any assistance they may need.

Also in FY 2003, the Woodbury County Board of Supervisors made the decision to contract, through a 28E agreement, with the Community Action Agency of Siouxland to administer their general relief programs. By moving the general relief programs to the community action agency, the agency improves its ability to be a one-stop shop for those who need help. Those assisted by the general relief programs can more easily be screened, by the agency, for heating assistance, weatherization and transitional housing.



SERVICES PROVIDED

by Community Action Agencies - Statewide



Iowa's community action agencies provide a variety of programs and services to low-income Iowans that will help them towards achieving self-sufficiency. All agency programs and services can be classified in one or more of the following 10 categories:

SECURING AND MAINTAINING EMPLOYMENT

Employment services include job counseling, job placement and development, job training, skills training, senior employment, and other employment services.

SECURING ADEQUATE EDUCATION

Education services include 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, child care resource and referrals, and other educational programs.

IMPROVING INCOME MANAGEMENT

Income management services include household financial counseling, income tax counseling, tax and rent rebate assistance, energy assistance (Low-Income Home Energy Assistance Program), weatherization, and other income management projects.

SECURING ADEQUATE HOUSING

Housing services include home ownership and loan assistance, housing advocacy, home repair, home rehabilitation services, CHORE services, transitional housing, and other housing projects.

PROVIDING EMERGENCY SERVICES

Non-food emergency assistance services include cash assistance and loans, emergency energy programs, crisis intervention, donated goods and services, homeless aid, and other emergency programs.

IMPROVING NUTRITION

Nutrition services include surplus food, food pantries and shelves, gardening, farmer's market, nutrition counseling, WIC, Child and Adult Care Food Program, and other nutrition programs.



CREATING LINKAGES AMONG ANTI-POVERTY INITIATIVES

Linkages include family and individual counseling, transportation, neighborhood and community development projects, and other linkages.

ACHIEVING SELF-SUFFICIENCY

Fourteen community action agencies provide self-sufficiency development services through their Family Development and Self-Sufficiency (FaDSS) program. Some agencies offer other or additional self-sufficiency development programs.

IMPROVING HEALTH CARE

Health services include 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.

PROVIDING YOUTH AND SENIOR SERVICES

Services include youth recreation, youth work experience, youth counseling and guidance, fatherhood involvement programs, I-Card programs, elderly activities, and other youth and senior programs.

The following is a small list of community action programs and services data that was collected from the agencies in FY 2003:



FY 2003 AGENCY PROGRAMS AND SERVICES DATA:

Head Start Enrollments

5,742 children

Early Head Start Enrollments

820 children

Low-Income Home Energy Assistance Program (LIHEAP)

77,850 households

Emergency Crisis Intervention Program (ECIP)

5,764 households

Family Development and Self-Sufficiency Program (FaDSS)

1,224 family exits

Weatherization Assistance Program

1,905 completed homes

Women, Infants, and Children Program (WIC)

50,615 individuals

Volunteers

15,699 individuals

410,433 volunteer hours

CHARACTERISTICS

of persons served during fiscal year 2003

TOTAL NUMBER OF INDIVIDUALS SERVED

Individuals301,817

TOTAL NUMBER OF FAMILIES SERVED

Households117,626

GENDER (Individuals)

Female.....	170,803.....	56.59%
Male.....	130,884.....	43.37%
Unknown/Not Reported	130.....	0.04%

ETHNICITY (Individuals)

White.....	240,676.....	79.74%
African American	26,297.....	8.71%
Hispanic.....	21,331.....	7.07%
Asian/Pacific Islander	3,191.....	1.06%
Native American/Alaskan	1,803.....	0.60%
Other	5,650.....	1.87%
Unknown/Not Reported	2,869.....	0.95%

AGE (Individuals)

0 - 5 Years of Age	53,123.....	17.60%
6 - 11 Years of Age	41,323.....	13.69%
12 - 17 Years of Age	33,665.....	11.15%
18 - 23 Years of Age	26,908.....	8.92%
24 - 44 Years of Age	83,031.....	27.14%
45 - 54 Years of Age	21,611.....	7.16%
55 - 69 Years of Age	18,605.....	6.16%
70 + Years of Age.....	23,452.....	7.77%
Unknown/Not Reported	99.....	0.03%

LEVEL OF FAMILY INCOME (Households)

At or below 50% of poverty.....	29,960	25.47%
Over 50% - 75% of poverty	19,939	16.95%
Over 75% - 100% of poverty	23,581	20.05%
Over 100% - 125% of poverty	21,102	17.94%
Over 125% - 150% of poverty	16,429	13.97%
Over 150% of poverty.....	6,615	5.62%
Unknown/Not Reported.....	0.....	0.00%



HOUSEHOLD TYPE (Households)

Single female parent	28,694	24.39%
Single male parent	3,507	2.98%
Two parents with child/children	29,515	25.09%
Single person	40,479	34.41%
Two adults with no children	13,105	11.14%
Other	1,895	1.61%
Unknown/Not Reported	431	0.37%

FAMILY SIZE (Households)

One person in household	41,723	35.47%
Two persons in household	25,378	21.58%
Three persons in household	19,387	16.48%
Four persons in household	15,791	13.42%
Five persons in household	9,235	7.85%
Six persons in household	3,893	3.31%
Seven persons in household	1,439	1.22%
Eight or more persons in household	780	0.66%
Unknown/Not Reported	0	0.00%

HOUSING (Households)

Families renting house/apartment	65,480	55.67%
Families who own or are buying homes	47,032	39.98%
Families who are homeless	1,390	1.18%
Other	2,872	2.44%
Unknown/Not Reported	852	0.72%

SOURCE OF FAMILY INCOME (Households)

(Numbers are not necessarily unduplicated)

Family income from employment & other sources	49,903
Family income from employment only	35,648
Family has no income or unreliable income	9,583
Family receives FIP/ADC/TANF	13,070
Family receives SSI	17,486
Family receives Social Security	37,136
Family receives pension	5,533
Family receives unemployment insurance	5,629
Family receives general assistance	2,248
Family receives food stamps	38,242
Family receives income from other sources	4,165
Unduplicated number of families reporting income source	108,043

OTHER CHARACTERISTICS OF FAMILIES

(Numbers are not necessarily unduplicated)

A member of the family without health insurance	82,461
A member of the family is disabled	47,390
A veteran is a member of the household	7,649
Family is engaged in farming	1,251
Family is engaged in migrant farming	56
Family is engaged as seasonal farmers	79

PROGRAM OUTCOMES

of Community Action Agencies - Statewide

In FY 2003, the Division of Community Action Agencies, along with Iowa's community action agencies, completed the first annual report of Iowa community action outcomes. The report – Iowa's CSBG National Goals and Measures – is a collection of "core" community action outcomes that exist within Iowa's community action network. The report is organized within the framework of six national community action goals. Each goal has agency objectives, measures, and outcomes or results. Some key FY 2003 outcomes from that report are the following:

- 62% of the families exiting the FaDSS program reduced their FIP income.
- 39% of the families exiting the FaDSS program reduced their FIP income because they gained employment.
- 37% of the adults exiting the FaDSS program increased their wages.
- 6,562 children received comprehensive early childhood development experiences through Head Start programs.
- 14,363 families received \$4,799,216 in financial support for emergency energy assistance.
- 18,556 families received emergency food assistance.
- 895 families were assisted in acquiring health insurance.
- 537 individuals were assisted in accessing necessary and appropriate treatment for mental health needs.
- 1,881 individuals were assisted in accessing necessary and appropriate treatment for substance abuse needs.
- 50,615 individuals obtained nutrition education and food supplements through the Women, Infants, and Children program.
- 21,210 children received adequate daily nutrition through the Child and Adult Care Food Program.
- 1,905 families reduced their heating costs because their dwelling was weatherized.
- 15,699 individuals volunteered in their community through the encouragement of community action.

For more information on Iowa's community action outcomes, please request a copy of Iowa's CSBG National Goals and Measures – FY 2003 Annual Report from the Division of Community Action Agencies.



FUNDING SOURCES

for program year 2003

FEDERAL FUNDS

U.S. Dept. of Health and Human Services	\$92,233,391
U.S. Dept. of Agriculture	12,309,180
U.S. Dept. of Energy	4,092,724
U.S. Dept. of Housing & Urban Development	1,979,458
U.S. Dept. of Labor	1,851,974
U.S. Dept. of Transportation	507,400
Other Federal Funds	454,307
SUBTOTAL.....	\$113,491,434

STATE FUNDS

Dept. of Education	\$4,233,790
Dept. of Human Services	2,748,498
Dept. of Public Health	437,051
Dept. of Economic Development.....	434,323
Dept. of Transportation.....	426,446
Dept. of Workforce Development	380,911
Dept. of Elder Affairs	273,063
Iowa Finance Authority.....	189,000
Other State Funds	2,486,580
SUBTOTAL.....	\$11,609,662

LOCAL FUNDS

Counties	\$1,152,010
Cities.....	276,331
Other Local.....	149,118
SUBTOTAL.....	\$1,577,459

PRIVATE FUNDS

Donated Funds	\$2,579,382
Payments for services.....	2,205,198
Fees	1,820,197
Other non-profits.....	1,539,421
Corporations	739,474
United Ways	697,678
Foundations	559,520
SUBTOTAL.....	\$10,140,870

TOTAL FUNDING **\$136,819,425**

Value of in-kind services received (government and business)	\$6,826,232
Value of in-kind donated items received.....	\$7,490,017

COMMISSION AND STAFF

2003 COMMISSION ON COMMUNITY ACTION AGENCIES

Merl L. McFarlane, Chair	Oelwein
Kathy Beauchamp	Des Moines
Mike Coverdale	Nevada
Lois Eichacker	Fort Madison
Bob Knowler	Sioux City
Thomas Letsche	Remsen
Mark Lindeen	Mount Pleasant
Tammy Wetjen-Kesterson	Marengo
Catherine Whitfield	Des Moines
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Helping People.
Changing Lives.

The Division of Community Action Agencies
would like to thank Upper Des Moines Opportunity, Inc.
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