



Community Action in Iowa

2004 Annual Report

Iowa Division of Community Action Agencies



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DIVISION OF COMMUNITY ACTION AGENCIES
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Community Action in Iowa proudly embraces the ideal of “Helping People, Changing Lives”, with an unwavering commitment to empowering and improving the lives of low-income Iowans. Efforts in employment, education, housing, health, child care and building community partnerships reached over 300,000 Iowans last year, resulting in healthier families and stronger communities all across our state.

No other network across our state has been more successful in bringing together its expertise with that of local schools, health providers, state and federal agencies, faith community, public officials, and private sector interests to identify and address the most pressing community issues.

The Division of Community Action Agencies (DCAA) serves to strengthen and support the work of Iowa’s 18 local community action agencies. DCAA efforts in innovative services such as family development, energy efficiency, nutrition, and training and technical assistance are vital contributions to alleviating the effects of poverty in our state.

I invite you to learn more about the results produced by Community Action in Iowa in this Annual Report. More importantly, I invite you to join this community-based effort that is helping to make Iowa a truly great place to live, work, and raise a family.

Sincerely,

William Brand

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COMMUNITY ACTION

"Because it is right, because it is wise, and because, for the first time in our history, it is possible to conquer poverty, I submit for the consideration of the Congress and the country, the Economic Opportunity Act of 1964." – President Lyndon B. Johnson

In 1964, Community Action was introduced with the enactment of the Economic Opportunity Act. The Act was the centerpiece of the "War on Poverty", and was a major thrust of the "Great Society" legislative agenda of the Lyndon Johnson administration. The ambitious purpose of the Economic Opportunity Act was to mobilize the human and financial resources of the nation to combat the causes and consequences of poverty in the United States.

The Economic Opportunity Act developed and provided funding for a nationwide network of community action agencies. Community action agencies create, coordinate, and deliver an array of comprehensive programs and services to people living in poverty. These programs and services reduce conditions of poverty, revitalize communities, and enable low-income families and low-income individuals to secure opportunities needed for them to become self-sufficient. Today, there are more than 1,100 community action agencies throughout the United States.

Community action agencies are private nonprofit and public organizations. They are governed by a uniquely structured tripartite volunteer board of directors, comprised equally of elected public officials, private sector representatives, and low-income representatives. This structure is designed to promote the participation of the entire community in assessing local needs and attacking the causes and conditions of poverty.

In 2004, Iowa community action agencies assisted over 120,000 families and 311,000 individuals, leveraged over \$148 million, and received over \$12 million in government and business in-kind services and donated items. These agencies also partnered with 13,850 volunteers – contributing 321,626 hours of service and support to their local communities.

“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.



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 Iowa government. The Division of Community Action Agencies exists to develop and expand the capacity at the community level to assist families and individuals to achieve economic and social self-sufficiency, and to ensure that the basic needs of Iowa's low-income population are met.

The Division is comprised of the Bureau of Community Services, the Bureau of Energy Assistance, and the Bureau of Weatherization.

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 Community Services Block Grant is funded by the U.S. Department of Health and Human Services. These federal funds are distributed to Iowa's 18 community action agencies, which create, coordinate, and deliver many programs and services to low-income Iowans. The CSBG program funds the central management and core activities of these agencies. The agencies use the funds to mobilize additional public and private resources to combat the central causes of poverty in their communities and to assist low-income individuals to achieve self-sufficiency and ensure their basic needs are met.

Iowa's community action agencies assist low-income Iowans by helping them:

- Remove obstacles and solve problems that block the achievement of self-sufficiency;
- Secure and retain meaningful employment;
- Attain an adequate education;
- Make better use of available income;
- Obtain and maintain adequate housing and a suitable living environment;
- Obtain emergency assistance to meet the immediate and urgent family needs;
- Achieve greater participation in the affairs of communities; and
- Address the needs of youth in low-income communities.

In FY 2004, Iowa CSBG funding was over \$6.9 million. Iowa's community action agencies used their CSBG funding to serve over 120,000 families and 311,000 individuals. The agencies also received over \$148 million in federal, state, local, and private funding.

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 each year. 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 also administers the Community Food and Nutrition Grant Program (CFNP). Funds from this grant (\$31,185 in FY 2004) are expended for a statewide community food and nutrition project. In FY 2004, the Bureau utilized the CFNP funds to support the outreach and enrollment of individuals and families into Iowa's Food Assistance Program.



BUREAU OF WEATHERIZATION

The Bureau of Weatherization administers the 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 2004, 2,054 homes were weatherized, of which, 36% of the households served included at least one elderly person, 41% included at least one disabled person and 13% included young children (below age six).

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 million in federal Department of Energy funds, the Bureau also received \$5.6 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



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 82,431 Iowa households in FY 2004.

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 income. 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 replace-

ment 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.

2004 LIHEAP FACTS AND FIGURES

- Iowa received \$33.5 million in federal funds
- 82,431 Iowa households (201,350 individuals) were certified for LIHEAP benefits
- The average statewide LIHEAP benefit was \$314
- 90% of households assisted by LIHEAP do NOT receive FIP assistance
- 60% of households assisted by LIHEAP are below 100% of federal poverty guidelines
- 45% of households assisted by LIHEAP has a disabled member
- 31% of households assisted by LIHEAP has an elderly household member
- 25% of households assisted by LIHEAP has a child under 6 years of age



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.

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.

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.

During fiscal year 2004, FaDSS was funded through an appropriation of \$5,133,042 in TANF block grant funds. In addition to the TANF funds, local grantees provided \$1,239,909 in local and in-kind funds to supplement FaDSS.

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.

FaDSS provides services to:

- The most fragile families
- Families with small children (3,489 families, with 6,600 children, of which 3,300 were between the ages 0-5)
- Families of an ethnic minority group (30% 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
- Assistance to communities throughout Iowa to respond to low-income families facing multiple issues in a strength-based manner

For more information on Iowa's FaDSS program, please contact the Division of Community Action Agencies, or visit the FaDSS website – www.iowafadss.org.



DIVISION OF COMMUNITY ACTION AGENCIES ACCOMPLISHMENTS

The Division of Community Action Agencies (DCAA) had many highlights and accomplishments in 2004. Below are six of the Division's major accomplishments:

- The DCAA sponsored the National Community Action Management Academy training in Des Moines, Iowa. The Academy is a distinct training experience designed specifically for the top management teams of community action agencies. The focus is on building the capacity of management teams for the purpose of cross-training these teams in core competencies that are critical for a community action agency's top-level managers. Thirteen community action agency teams (five or more individuals per team) completed the training.
- The DCAA assisted Iowa's community action agencies with training and technical assistance opportunities, including co-sponsoring the 2004 Iowa Community Action Association Annual Conference; served as members of the Iowa Community Action Association's Training Committee; were members of the State Empowerment Technical Assistance Team; were members of the Institute for Social and Economic Development's Earned Income Tax Credit coalition; purchased the data software – Iowa by the Numbers, 2004 – for each agency; and organized and directed the Results Oriented Management and Accountability (ROMA) Workgroup to develop community action agency outcome measurement data collection processes.
- The DCAA and the Iowa Community Action Association (ICAA) initiated a partnership with the Iowa Department of Human Services to provide outreach and enrollment support for Iowa's Food Assistance Program through Iowa's 18 community action agencies. Iowa's Food Assistance Program assists families by raising their levels of nutrition to avoid hunger and malnutrition.
- The Family Development and Self-Sufficiency (FaDSS) Program had a number of program accomplishments in 2004. FaDSS celebrated their 15th year of serving families in the FaDSS program; supported the Iowa Family Development Alliance Annual Day on the Hill at the State Capitol; streamlined the annual application renewal process to save time and make the application a more useful product; developed FaDSS Confidentiality and Professional Boundaries training; began work with IowaInteractive to develop a web-based reporting system; and was added to the virtual community action agency website that highlights innovative programs across the county.
- The Bureau of Energy Assistance continued their partnership with the Iowa Utilities Board by certifying Low-Income Home Energy Assistance Program (LIHEAP) eligible clients for the Lifeline telephone assistance program. Lifeline is a plan that assists qualified low-income Iowans by providing a monthly credit on their telephone bill. Last year, almost 20,000 Iowa LIHEAP eligible households were Lifeline certified – securing approximately \$1.7 million in additional federal assistance funds for low-income Iowans.
- The Bureau of Weatherization worked with Iowa's utility industry and Iowa Utilities Board to secure an additional \$2 million in annual funding for low-income weatherization projects.



COMMUNITY ACTION AGENCIES IN IOWA

Community Opportunities, Inc.

603 West 8th Street - PO Box 427
Carroll, IA 51401-0427
(712) 792-9266
Service Area (Counties): Audubon, Calhoun,
Carroll, Dallas, Greene, Guthrie, and Sac
Persons Served: 16,912 individuals (6,232 families)
FY 2004 Funding Received: \$4,748,255
FY 2004 In-kind Contributions: \$386,532

Hawkeye Area Community Action Program, Inc.

1515 Hawkeye Drive - PO Box 490
Hiawatha, IA 52233
(319) 393-7811
Service Area (Counties): Benton, Iowa, Johnson,
Jones, Linn, and Washington
Persons Served: 41,475 individuals (14,651 families)
FY 2004 Funding Received: \$16,307,064
FY 2004 In-kind Contributions: \$2,410,632

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

500 East 59th Street
Davenport, IA 52807
(563) 324-3236
Service Area (Counties): Cedar, Clinton,
Muscatine, and Scott
Persons Served: 27,643 individuals (9,765 families)
FY 2004 Funding Received: \$15,120,416
FY 2004 In-kind Contributions: \$1,108,635

MATURA Action Corporation

203 West Adams
Creston, IA 50801
(641) 782-8431
Service Area (Counties): Adair, Adams, Madison,
Ringgold, Taylor, and Union
Persons Served: 9,534 individuals (3,683 families)
FY 2004 Funding Received: \$4,073,989
FY 2004 In-kind Contributions: \$856,578

Mid-Iowa Community Action, Inc.

1001 S. 18th Avenue
Marshalltown, IA 50158
(641) 752-7162
Service Area (Counties): Hardin, Marshall,
Poweshiek, Story, and Tama
Persons Served: 14,971 individuals (5,765 families)
FY 2004 Funding Received: \$12,345,148
FY 2004 In-kind Contributions: \$257,352

Mid-Sioux Opportunity, Inc.

418 Marion Street - PO Box 390
Remsen, IA 51050
(712) 786-2001
Service Area (Counties): Cherokee, Ida, Lyon,
Plymouth, and Sioux
Persons Served: 12,017 individuals (4,249 families)
FY 2004 Funding Received: \$6,564,091
FY 2004 In-kind Contributions: \$421,600

City of Des Moines

Community Development Department
602 Robert D. Ray Drive
Des Moines, IA 50309
(515) 283-4182
Service Area (City): Des Moines
Persons Served: 21,774 individuals (9,232 families)
FY 2004 Funding Received: 4,215,161
FY 2004 In-kind Contributions: \$125,000

North Iowa Community Action Organization

218 5th Street SW - PO Box 1627
Mason City, IA 50402-1627
(641) 423-8993
Service Area (Counties): Butler, Cerro Gordo,
Floyd, Franklin, Hancock, Kossuth, Mitchell,
Winnebago, and Worth
Persons Served: 13,143 individuals (5,503 families)
FY 2004 Funding Received: \$10,549,094
FY 2004 In-kind Contributions: \$1,017,411

Northeast Iowa Community Action Corporation

305 Montgomery - PO Box 487
Decorah, IA 52101
(563) 382-8436
Service Area (Counties): Allamakee, Bremer,
Chickasaw, Clayton, Fayette, Howard, and
Winneshek
Persons Served: 18,552 individuals (7,909 families)
FY 2004 Funding Received: \$10,454,738
FY 2004 In-kind Contributions: \$108,367

Operation: New View Community Action Agency

1473 Central Avenue
Dubuque, IA 52001
(563) 556-5130
Service Area (Counties): Delaware, Dubuque, and
Jackson
Persons Served: 12,497 individuals (5,151 families)
FY 2004 Funding Received: \$4,771,357
FY 2004 In-kind Contributions: \$265,051

Operation Threshold

300 West Third Street
Waterloo, IA 50701
(319) 291-2065
Service Area (Counties): Black Hawk, Buchanan,
and Grundy
Persons Served: 17,392 individuals (6,320 families)
FY 2004 Funding Received: \$4,615,726
FY 2004 In-kind Contributions: \$90,914

Red Rock Area Community Action Program, Inc.

1009 S. Jefferson - Suite 2
Indianola, IA 50125
(515) 961-6271
Service Area (Counties): Boone, Jasper, Marion,
Polk, and Warren
Persons Served: 16,326 individuals (6,760 families)
FY 2004 Funding Received: \$2,461,623
FY 2004 In-kind Contributions: \$189,027

South Central Iowa Community Action Program, Inc.

1403 NW Church Street
Leon, IA 50144
(641) 446-4155
Service Area (Counties): Clarke, Decatur, Lucas,
Monroe, and Wayne
Persons Served: 7,049 individuals (2,918 families)
FY 2004 Funding Received: \$4,067,132
FY 2004 In-kind Contributions: \$57,674

Community Action of Southeast Iowa

2850 Mt. Pleasant Street - Suite 108
Burlington, IA 52601
(319) 753-0193
Service Area (Counties): Des Moines, Henry, Lee,
and Louisa
Persons Served: 14,818 individuals (6,027 families)
FY 2004 Funding Received: \$11,664,363
FY 2004 In-kind Contributions: \$818,720

Southern Iowa Economic Development Association

226 West Main Street - PO Box 658
Ottumwa, IA 52501
(641) 682-8741
Service Area (Counties): Appanoose, Davis,
Jefferson, Keokuk, Mahaska, Van Buren, and
Wapello
Persons Served: 15,564 individuals (5,965 families)
FY 2004 Funding Received: \$7,962,340
FY 2004 In-kind Contributions: \$450,385

Upper Des Moines Opportunity, Inc.

101 Robins Street - PO Box 519
Graettinger, IA 51342
(712) 859-3885
Service Area (Counties): Buena Vista, Clay,
Dickinson, Emmet, Hamilton, Humboldt,
O'Brien, Osceola, Palo Alto, Pocahontas, Webster,
and Wright
Persons Served: 26,232 individuals (9,994 families)
FY 2004 Funding Received: \$9,765,614
FY 2004 In-kind Contributions: \$778,152

West Central Development Corporation

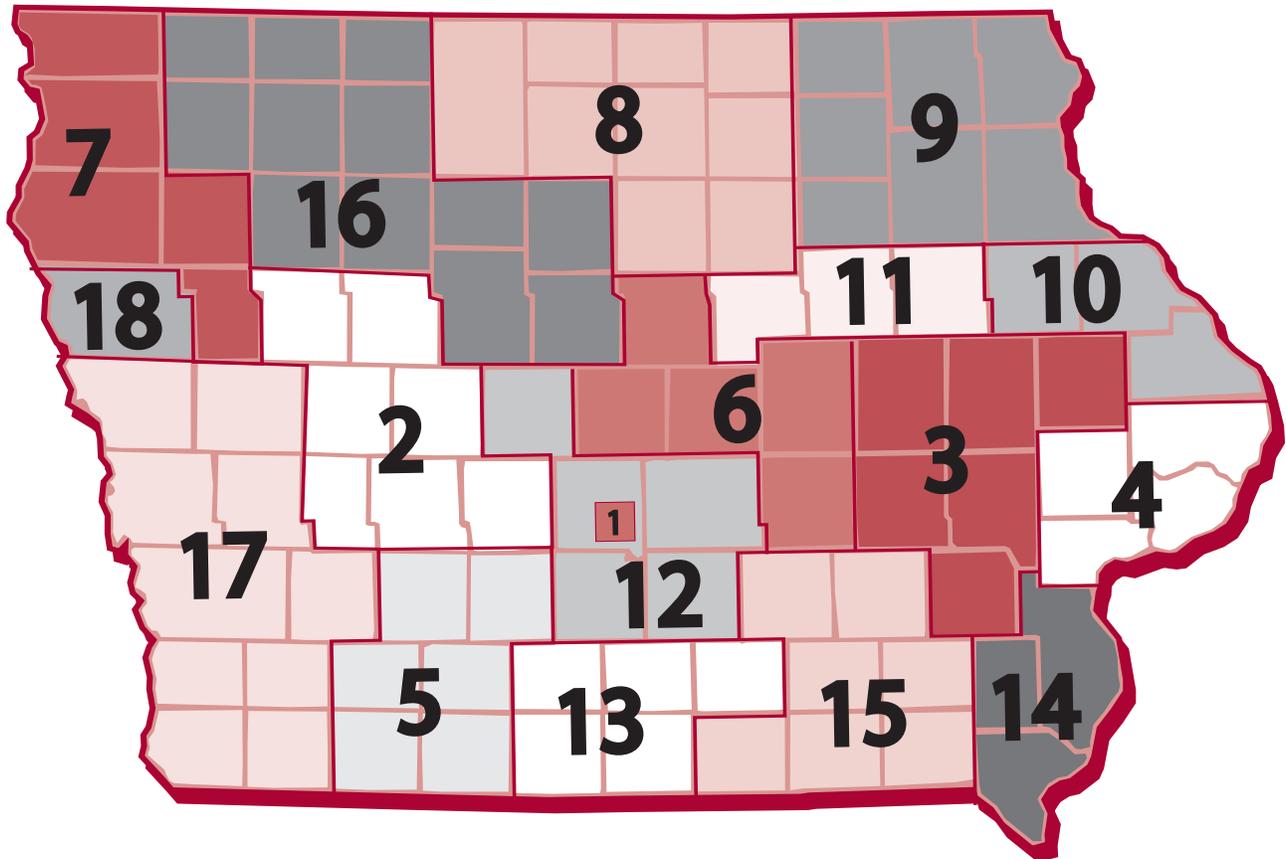
1108 8th Street - PO Box 709
Harlan, IA 51537
(712) 755-5135
Service Area (Counties): Cass, Crawford, Fremont,
Harrison, Mills, Monona, Montgomery, Page,
Pottawattamie, and Shelby
Persons Served: 21,404 individuals (8,621 families)
FY 2004 Funding Received: \$11,896,211
FY 2004 In-kind Contributions: \$3,066,513

Community Action Agency of Siouxland

2700 Leech
Sioux City, IA 51106
(712) 274-1610
Service Area (County): Woodbury
Persons Served: 19,307 individuals (6,848 families)
FY 2004 Funding Received: \$7,321,737
FY 2004 In-kind Contributions: \$48,238

COMMUNITY ACTION AGENCIES IN IOWA

GEOGRAPHIC AREAS SERVED



1. City of Des Moines – Community Development Department
2. Community Opportunities, Inc.
3. Hawkeye Area Community Action Program, Inc.
4. Iowa East Central T.R.A.I.N.
5. MATURA Action Corporation
6. Mid-Iowa Community Action, Inc.
7. Mid-Sioux Opportunity, Inc.
8. North Iowa Community Action Organization
9. Northeast Iowa Community Action Corporation
10. Operation: New View Community Action Agency
11. Operation Threshold
12. Red Rock Area Community Action Program, Inc.
13. South Central Iowa Community Action Program, Inc.
14. Community Action of Southeast Iowa
15. Southern Iowa Economic Development Association
16. Upper Des Moines Opportunity, Inc.
17. West Central Development Corporation
18. Community Action Agency of Siouxland

SERVICES PROVIDED BY COMMUNITY ACTION AGENCIES

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 11 categories:

SECURING AND MAINTAINING EMPLOYMENT

Employment services were provided to 1,145 individuals by 11 community action agencies. These agency services include: job counseling, job placement and development, job training, skills training, and senior employment. 4,147 referral and information contacts were made for individuals concerning employment.

SECURING ADEQUATE EDUCATION

Head Start and Early Head Start services were provided to 6,703 children by 15 community action agencies. Other agency education services provided include: educational counseling and guidance, day care, child development, ABE/GED classes, Head Start literacy classes, self-help classes, and child care resource and referrals. One or more of these services were provided to 5,997 individuals by 12 agencies. 13,280 referral and information contacts were made for individuals concerning education.

IMPROVING INCOME MANAGEMENT

Low-Income Home Energy Assistance (LIHEAP) was provided to 82,431 households (201,350 individuals) by 18 community action agencies. 19,898 households were enrolled in the Telephone Assistance (Lifeline) program by 18 community action agencies. 2,054 homes (5,057 individuals) were weatherized by 17 community action agencies through their Weatherization Assistance Program. Other agency income management services provided include: household financial counseling, income tax counseling, and tax and rent rebate assistance. One or more of these services were provided to 9,945 individuals by 14 agencies. 44,992 referrals and information contacts were made for households concerning income management services.

SECURING ADEQUATE HOUSING

Housing services were provided to 2,255 households by 13 community action agencies. These agency services include: homeownership and loan assistance, housing advocacy, home repair, home rehabilitation services, CHORE services, and transitional housing. 15,392 referral and information contacts were made for households concerning housing assistance.

PROVIDING EMERGENCY SERVICES

1,314 homes received furnace replacement/repair services; 5,136 homes received utility reconnection services; and 725 homes received deliverable fuel payments by 18 community action agencies through their Energy Crisis Intervention Program (ECIP). Other agency non-food emergency assistance services provided include: cash assistance and loans, emergency energy programs, crisis intervention, donated goods and services, and homeless aid. One or more of these services were provided to 15,083 households by 15 agencies. 57,816 referrals and information contacts were made for households concerning non-food emergency services.

SERVICES PROVIDED BY COMMUNITY ACTION AGENCIES

IMPROVING NUTRITION

22,246 food pantries and shelves were provided to families by 17 community action agencies.

Child and Adult Care Food Program services were provided to 21,618 individuals by 15 community action agencies.

Women, Infants, and Children (WIC) program services were provided to 51,198 individuals by 11 community action agencies.

Other agency nutrition services provided include: surplus food, gardening, farmers market, and nutrition counseling. One or more of these services were provided to 30,145 individuals by 14 agencies.

36,818 referrals and information contacts were made for individuals concerning nutrition services.

CREATING LINKAGES AMONG ANTI-POVERTY INITIATIVES

Linkages with other program services were provided to 35,243 individuals by 12 community action agencies. These agency services include: family and individual counseling, transportation, and neighborhood and community development projects.

44,601 referrals and information contacts were made for individuals concerning linkages with other programs and services.

ACHIEVING SELF-SUFFICIENCY

1,384 families completed an intensive self-sufficiency development program. These families represent all families exiting the Family Development and Self-Sufficiency (FaDSS) program (1,227 families by 14 agencies) as well as self-sufficiency programs funded by the Community Services Block Grant administered by Iowa's 18 community action agencies (157 families by 11 agencies).

6,533 referrals and information contacts were made for families concerning self-sufficiency programs and services.

IMPROVING HEALTH CARE

Health services were provided to 27,719 individuals by 14 community action agencies. These agency 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, and prescription medications.

11,498 referrals and information contacts were made for individuals concerning health services.

PROVIDING YOUTH DEVELOPMENT AND SENIOR SERVICES

Youth development services were provided to 2,677 individuals by 13 community action agencies. Senior services were provided to 2,097 individuals by 12 community action agencies. These agency services include: youth recreation, youth work experience, youth counseling and guidance, fatherhood involvement programs, I-Card programs, and elderly activities.

4,147 referrals and information contacts were made for individuals concerning youth development services. 5,553 referrals and information contacts were made for individuals concerning senior services.

VOLUNTEER SERVICES

13,850 individuals offered their services as volunteers to Iowa's community action agencies during the 2004 program year. These individuals performed 321,626 hours of volunteer service for a total dollar value of \$1,656,374 (\$5.15 per volunteer hour).

CHARACTERISTICS OF PERSONS SERVED

TOTAL NUMBER OF INDIVIDUALS SERVED

Individuals311,681

TOTAL NUMBER OF FAMILIES SERVED

Households120,032

GENDER (Individuals)

Female.....	175,770.....	56.39%
Male.....	135,888.....	43.60%
Unknown/Not Reported.....	23.....	0.01%

ETHNICITY (Individuals)

Hispanic or Latino	19,298.....	6.19%
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RACE (Individuals)

White.....	265,884.....	85.31%
African American or Black	27,733.....	8.90%
Asian	3,398.....	1.09%
American Indian or Alaskan	1,908.....	0.61%
Other	4,386.....	1.41%
Unknown/Not Reported	8,372.....	2.69%

AGE (Individuals)

0 - 5 Years of Age	53,508.....	17.17%
6 - 11 Years of Age	41,993.....	13.47%
12 - 17 Years of Age	35,141.....	11.27%
18 - 23 Years of Age	27,769.....	8.91%
24 - 44 Years of Age	86,025.....	27.60%
45 - 54 Years of Age	23,574.....	7.56%
55 - 69 Years of Age	19,558.....	6.28%
70 + Years of Age.....	24,109.....	7.74%
Unknown/Not Reported	4.....	0.00%

LEVEL OF FAMILY INCOME (Households)

At or below 50% of poverty	33,172	27.64%
Over 50% - 75% of poverty.....	19,311	16.09%
Over 75% - 100% of poverty.....	22,967	19.13%
Over 100% - 125% of poverty.....	20,569	17.14%
Over 125% - 150% of poverty.....	16,547	13.79%
Over 150% of poverty.....	7,466	6.22%
Unknown/Not Reported	0.....	0.00%

CHARACTERISTICS OF PERSONS SERVED

HOUSEHOLD TYPE (Households)

Single female parent	29,487	24.57%
Single male parent	2,384	1.99%
Two parents with child/children	29,376	24.47%
Single person	41,599	34.62%
Two adults with no children	13,532	11.27%
Other	1,927	1.61%
Unknown/Not Reported	1,767	1.47%

FAMILY SIZE (Households)

One person in household	43,276	36.05%
Two persons in household	26,350	21.95%
Three persons in household	19,477	16.23%
Four persons in household	15,643	13.03%
Five persons in household	9,092	7.57%
Six persons in household	3,847	3.20%
Seven persons in household	1,471	1.23%
Eight or more persons in household	784	0.65%
Unknown/Not Reported	92	0.08%

HOUSING (Households)

Families renting house/apartment	66,648	55.53%
Families who own or are buying homes	47,180	39.31%
Families who are homeless	1,362	1.13%
Other	4,681	3.90%
Unknown/Not Reported	161	0.13%

SOURCE OF FAMILY INCOME (Households)

(Numbers are not necessarily unduplicated)

Family income from employment & other sources	50,118
Family income from employment only	36,009
Family has no income or unreliable income	9,632
Family receives TANF	12,163
Family receives SSI	17,557
Family receives Social Security	37,560
Family receives pension	5,955
Family receives unemployment insurance	5,574
Family receives general assistance	564
Family receives food stamps	40,031
Family receives income from other sources	4,287
Unduplicated number of families reporting income source	115,152

OTHER CHARACTERISTICS OF FAMILIES

(Numbers are not necessarily unduplicated)

A member of the family without health insurance	86,945
A member of the family is disabled	49,027
A veteran is a member of the household	6,672

PROGRAM OUTCOMES OF COMMUNITY ACTION AGENCIES

In FY 2004, the Division of Community Action Agencies assembled the second annual report of Iowa community action outcomes.

The report – Iowa's CSBG National Goals and Measures – is organized within the framework of the following six national community action goals. The six goals address three levels of programs, services, and activities – family, community, and agency:

Goal 1: Low-income people become more self-sufficient (family)

Goal 2: The conditions in which low-income people live are improved (community)

Goal 3: Low-income people own a stake in their community (community)

Goal 4: Partnerships among supporters and providers of services to low-income people are achieved (agency)

Goal 5: Agencies increase their capacity to achieve results (agency)

Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments (family)

In an effort to capture national standardized community action outcome data around these six goals, national indicators of community action performance were developed by the national Community Action Network. Below is a list of some key FY 2004 Iowa community action outcomes organized and reported according to the framework of the national performance indicators:

Goal 1. Low-income people become more self-sufficient

- **37%** of individuals exiting an agency self-sufficiency program obtained a job
- **89%** of individuals exiting an agency self-sufficiency program obtained an increase in employment income
- **35%** of individuals exiting an agency self-sufficiency program achieved living wage employment and benefits
- **1,381** individuals obtained pre-employment skills required for employment

Goal 2. The conditions in which low-income people live are improved

- **87** safe and affordable low-income housing units were created
- **1,894** safe and affordable low-income housing units were preserved or improved

Goal 3. Low-income people own a stake in their community

- **13,850** individuals volunteered in their community through community action, contributing 321,626 hours
- **971** low-income individuals participated in formal community organizations, boards, and councils that provide input to decision-making and policy setting through community action efforts
- **452** low-income individuals engaged in non-governance community activities or groups created or supported by community action

Goal 4. Partnerships among supporters and providers of services to low-income people are achieved

- **2,862** – the number of organizations agencies worked with to expand resources and opportunities in order to achieve family and community outcomes

Goal 5. Agencies increase their capacity to achieve results

- **\$163,017,214** – the number of dollars mobilized by community action (includes: the value of volunteer time, and the value of in-kind services and donations)

Goal 6. Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments

- **19,830** families received emergency vendor payments including energy bills
- **2,416** families were assisted in acquiring emergency medical care
- **5,451** infants and children obtained age appropriate immunizations, medical, and dental care
- **19,272** infants and children had improved health and physical development as a result of adequate nutrition
- **6,703** children participated in pre-school activities to develop school readiness skills

For more information on Iowa's community action outcomes, please contact the Division of Community Action Agencies.

FUNDING SOURCES

FEDERAL FUNDS

U.S. Dept. of Health and Human Services	\$98,383,555
U.S. Dept. of Agriculture	15,834,446
U.S. Dept. of Energy	4,471,142
U.S. Dept. of Housing & Urban Development	2,723,328
U.S. Dept. of Labor	1,563,691
U.S. Dept. of Transportation	473,661
Other Federal Funds	474,986
SUBTOTAL	\$123,924,809

STATE FUNDS

Dept. of Education	\$4,272,524
Dept. of Human Services	2,703,237
Dept. of Workforce Development	491,881
Dept. of Transportation	477,241
Dept. of Economic Development	441,434
Dept. of Public Health	434,091
Iowa Finance Authority	157,164
Dept. of Elder Affairs	115,694
Other State Funds	2,457,140
SUBTOTAL	\$11,550,406

LOCAL FUNDS

Counties	\$1,304,213
Cities	329,285
Other Local	196,325
SUBTOTAL	\$1,829,823

PRIVATE FUNDS

Payments for services	\$3,076,063
Donated Funds	2,710,270
Other non-profits	1,897,053
Fees	1,840,029
United Ways	812,904
Corporations	714,744
Foundations	547,958
SUBTOTAL	\$11,599,021

TOTAL FUNDING **\$148,904,059**

Value of in-kind services received (government and business)	\$6,101,012
Value of in-kind donated items received	\$6,355,769

COMMISSION AND STAFF

2004 COMMISSION ON COMMUNITY ACTION AGENCIES

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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
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Helping People.
Changing Lives.

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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