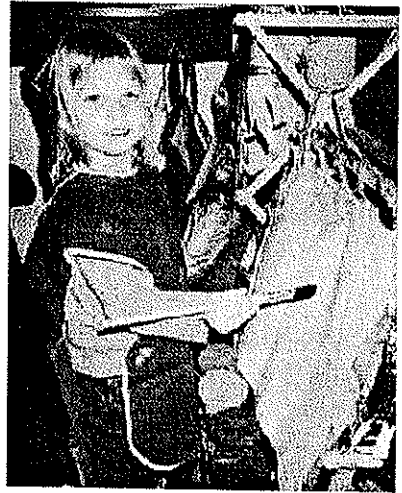


# Community Action In Iowa



Iowa Division of Community Action Agencies

2009 Annual Report

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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 FFY 2009 Iowa community action agencies assisted over 131,000 families and 342,000 individuals, leveraged over \$214 million, and received over \$16 million in government and business in-kind services and donated items. These agencies also partnered with 11,297 volunteers – contributing 329,870 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 two anti-poverty programs: Community Services Block Grant (CSBG), and Family Development and Self-Sufficiency grant program (FaDSS).

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 provide the following activities to help low-income Iowans:

- 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 FFY 2009, Iowa regular CSBG program funding was over \$7.5 million. Iowa's community action agencies used their CSBG funding to serve over 131,000 families and 342,000 individuals.

Iowa also received an additional \$10.1 million in CSBG funding through the American Recovery and Reinvestment Act economic stimulus bill passed by Congress in FFY 2009. The funds are available through FFY 2010 and are being used to supplement the efforts of Iowa's community action agencies to address the effects of the economic recession by providing additional emergency food and shelter services, employment opportunities, job training, housing assistance, family support services and other efforts to assist families struggling with the economic downturn and job loss.

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. 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 pages 5 and 6.)

## 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 PY 2009, 3,121 homes were weatherized, including 1,176 that were completed with American Recovery and Reinvestment Act (ARRA) funding.

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 \$9.3 million in federal Department of Energy funds, the Bureau also received \$10.1 million from LIHEAP and \$4.8 million from investor-owned utility companies to supplement the federal funds. The Iowa Weatherization program also received \$80 million in funding through the ARRA economic stimulus bill passed by Congress in FFY 2009. The ARRA funding is being used to hire, train, and equip additional home weatherization staff and contractors throughout the state, and perform comprehensive weatherization services for over 7,100 homes. Low-income houses weatherized in PY 2008 saved an average of \$388 in first-year fuel bill costs.

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 95,000 Iowa households in FFY 2009.

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.

### FFY 2009 LIHEAP Facts and Figures

- Iowa received \$76.9 million in federal funds
- The average statewide LIHEAP benefit was \$600
- 93% 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
- 29% of households assisted by LIHEAP has an elderly household member
- 26% of households assisted by LIHEAP has a child under 6 years of age

## FAMILY DEVELOPMENT AND 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 SFY 2009, FaDSS was funded through an appropriation of \$5,563,042 in TANF block grant funds. In addition to the TANF funds, local grantees provided \$1,211,442 in local and in-kind funds to supplement FaDSS.

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

### **FaDSS provides services to:**

- The most fragile families
- Families with small children (3,733 families, with 6,300 children, of which approximately 56% were between the ages 0-5)
- Families of an ethnic minority group (36% 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](http://www.iowafadss.org)

## FaDSS PROGRAM RESULTS

### Protecting Children

*(Source: SFY 2009 FaDSS Activity Report and Snapshot)*

- 1 out of 5 families have a child in the home that is a survivor of child abuse.
- In SFY 2001, the Iowa Legislature designated FaDSS workers as mandatory child abuse reporters.

### Education Goals Achieved

*(Source: SFY 2009 FaDSS Activity Report)*

176	GED/HS Diploma
162	Certification Program
71	Associate Degree
14	Bachelor Degree

### Accountable Government

*(Source: SFY 2009 FaDSS Annual Report)*

- Every dollar invested in FaDSS results in annual return of **\$1.14** in wages earned and FIP savings.
- FaDSS families earned **\$4,986,881** in wages.
- There was **\$1,329,398** in FIP savings.

### Mental Health Treatment

*(Source: SFY 2009 FaDSS Annual Report)*

**1,346 or 83%** of individuals that had an individual with identified mental health issues **received treatment** while participating in FaDSS.

### A Sound Economic Investment

*(Sources: Employment: DHS/Promise Jobs Results Report; Housing: SFY 2009 FaDSS Activity Report)*

**Employment** – The average hourly wage of head of households in FaDSS was **\$8.39**.

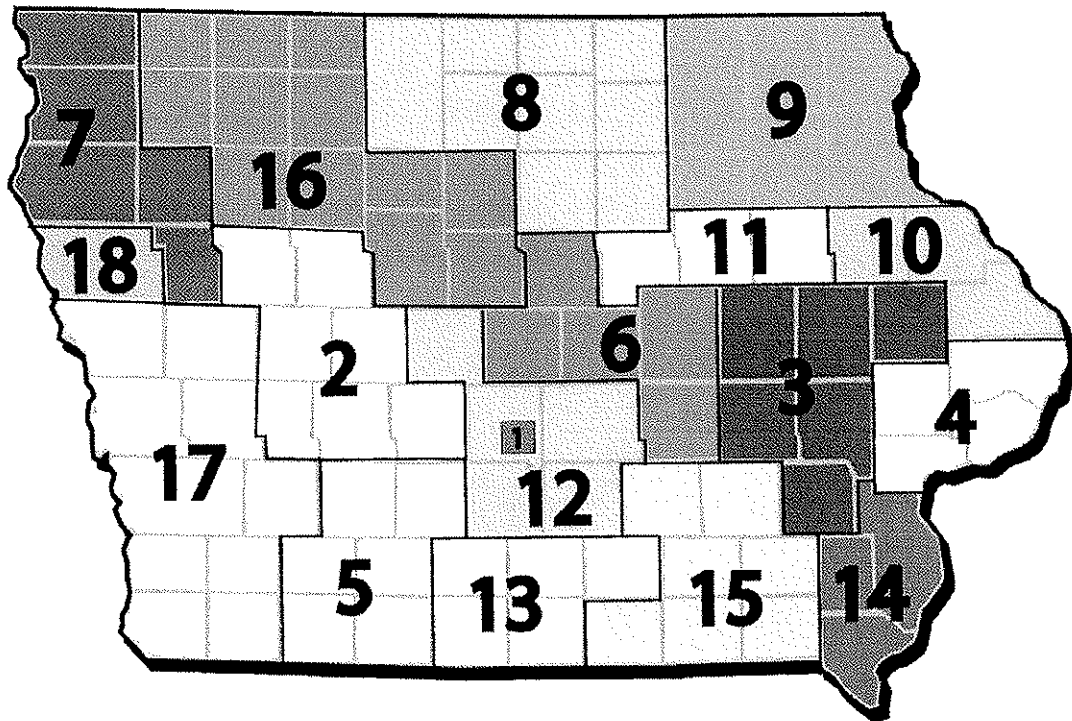
**Increased Income** – While in FaDSS, **1,602** families increased their income during the year.

### FaDSS Self-Sufficiency Rates

The FaDSS program has a transition component that allows for continued FaDSS services for up to 90 days after a family leaves welfare. Families are at their most vulnerable for cycling back on welfare during this time. **78% of families who received a transition component were off welfare a year later.**

For more information: [www.iowafadss.org](http://www.iowafadss.org)





#### GEOGRAPHIC AREAS SERVED

1. City of Des Moines — Community Development Department
2. New Opportunites
3. Hawkeye Area Community Action Program
4. Community Action of Eastern Iowa
5. MATURA Action Corporation
6. Mid-Iowa Community Action
7. Mid-Sioux Opportunity
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
13. South Central Iowa Community Action Program
14. Community Action of Southeast Iowa
15. Southern Iowa Economic Development Association
16. Upper Des Moines Opportunity
17. West Central Community Action
18. Community Action Agency of Siouxland

## COMMUNITY ACTION AGENCIES IN IOWA

### **New Opportunities, Inc.**

23751 Hwy. 30 – P.O. Box 427  
Carroll, IA 51401  
(712) 792-9266  
Service Area (Counties): Audubon, Calhoun, Carroll,  
Dallas, Greene, Guthrie, and Sac

### **Hawkeye Area Community Action Program, Inc.**

1515 Hawkeye Drive – P.O. Box 490  
Hiawatha, IA 52233  
(319) 393-7811  
Service Area (Counties): Benton, Iowa, Johnson,  
Jones, Linn, and Washington

### **Community Action of Eastern Iowa**

500 East 59th Street  
Davenport, IA 52807  
(563) 324-3236  
Service Area (Counties): Cedar, Clinton, Muscatine,  
and Scott

### **MATURA Action Corporation**

203 West Adams  
Creston, IA 50801  
(641) 782-8431  
Service Area (Counties): Adair, Adams, Madison, Ringgold,  
Taylor, and Union

### **Mid-Iowa Community Action, Inc.**

1001 S. 18th Avenue  
Marshalltown, IA 50158  
(641) 752-7162  
Service Area (Counties): Hardin, Marshall, Poweshiek,  
Story, and Tama

### **Mid-Sioux Opportunity, Inc.**

418 Marion Street – P.O. Box 390  
Remsen, IA 51050  
(712) 786-2001  
Service Area (Counties): Cherokee, Ida, Lyon, Plymouth,  
and Sioux

### **City of Des Moines/Community Development Dept.**

602 Robert D. Ray Drive  
Des Moines, IA 50309  
(515) 283-4182  
Service Area (City): Des Moines

### **North Iowa Community Action Organization**

218 5th Street SW – P.O. Box 1627  
Mason City, IA 50402  
(641) 423-8993  
Service Area (Counties): Butler, Cerro Gordo, Floyd,  
Franklin, Hancock, Kossuth, Mitchell, Winnebago, and  
Worth

### **Northeast Iowa Community Action Corporation**

305 Montgomery – P.O. Box 487  
Decorah, IA 52101  
(563) 382-8436  
Service Area (Counties): Allamakee, Bremer, Chickasaw,  
Clayton, Fayette, Howard, and Winneshiek

### **Operation: New View Community Action Agency**

1473 Central Avenue  
Dubuque, IA 52001  
(563) 556-5130  
Service Area (Counties): Delaware, Dubuque, and Jackson

### **Operation Threshold**

405 Chestnut Street – P.O. Box 4120  
Waterloo, IA 50704  
(319) 291-2065  
Service Area (Counties): Black Hawk, Buchanan, and  
Grundy

### **Red Rock Area Community Action Program, Inc.**

307 S. Jefferson Way  
Indianola, IA 50125  
(515) 961-6271  
Service Area (Counties): Boone, Jasper, Marion, Polk, and  
Warren

### **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

### **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

### **Southern Iowa Economic Development Association**

226 West Main Street – P.O. Box 658  
Ottumwa, IA 52501  
(641) 682-8741  
Service Area (Counties): Appanoose, Davis, Jefferson,  
Keokuk, Mahaska, Van Buren, and Wapello

### **Upper Des Moines Opportunity, Inc.**

101 Robins Avenue – P.O. 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

### **West Central Community Action**

1408 "A" Highway 44 – P.O. Box 709  
Harlan, IA 51537  
(712) 755-5135  
Service Area (Counties): Cass, Crawford, Fremont, Harrison,  
Mills, Monona, Montgomery, Page, Pottawattamie, and  
Shelby

### **Community Action Agency of Siouxland**

2700 Leech Avenue  
Sioux City, IA 51106  
(712) 274-1610  
Service Area (County): Woodbury

## COMMUNITY ACTION AGENCIES – PROGRAMS AND SERVICES PROVIDED (STATEWIDE)

Iowa's 18 community action agencies create, coordinate, and deliver a variety of programs, services, and initiatives to assist low-income Iowans. These programs, services, and initiatives are designed to assist individuals and families and enable them to:

- 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.

Below is a small, but representative, selection of the services data and information provided to individuals and families by Iowa's community action agencies in FFY 2009:

### SELF-SUFFICIENCY PROGRAMS AND SERVICES

(13 agencies administered programs and services that assisted families with removing obstacles and barriers that block their achievement of self-sufficiency)

- **1,441** families completed the Family Development and Self-Sufficiency (FaDSS) program

### EMPLOYMENT PROGRAMS AND SERVICES

(8 agencies administered programs and services that assisted individuals with securing and retaining employment)

- Agency employment programs and services include: job counseling, job placement and development, job training, skills training, and senior employment

### EDUCATION PROGRAMS AND SERVICES

(16 agencies administered programs and services that assisted individuals and families with their education needs)

- Head Start and Early Head Start services were provided to **6,600** children
- Other agency education programs and services 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

### INCOME MANAGEMENT PROGRAMS AND SERVICES

(18 agencies administered programs and services that assisted individuals and families with their income management needs)

- Low-Income Home Energy Assistance (LIHEAP) was provided to **94,683** households
- **1,822** homes were weatherized through the Weatherization Assistance Program
- Telephone Lifeline application assistance was provided to **13,867** households
- Other agency income management programs and services include: household financial counseling, income tax counseling, and tax and rent rebate assistance

### HOUSING PROGRAMS AND SERVICES

(10 agencies administered programs and services that assisted families in obtaining and maintaining adequate housing)

- Agency housing programs and services include: homeownership and loan assistance, housing advocacy, home repair, home rehabilitation services, CHORE services, and transitional housing

## COMMUNITY ACTION AGENCIES – PROGRAMS AND SERVICES PROVIDED (STATEWIDE)

### EMERGENCY PROGRAMS AND SERVICES

(18 agencies administered programs and services that assisted individuals and families in obtaining emergency assistance to meet their urgent needs)

- **1,707** homes received furnace replacement/repair services, **2,895** homes received utility reconnection services, and **904** homes received deliverable fuel payments through the community action Energy Crisis Intervention Program (ECIP)
- Other agency emergency assistance programs and services include: cash assistance and loans, emergency energy programs, crisis intervention, donated goods and services, and homeless aid

### NUTRITION PROGRAMS AND SERVICES

(18 agencies administered programs and services that assisted individuals and families in obtaining nutritious foods to counteract conditions of starvation and malnutrition)

- **36,530** families received emergency food assistance
- **17,072** women, **18,392** infants, and **24,190** children received services through the community action administered Women, Infants, and Children Program
- Other agency nutrition programs and services include: surplus food, gardening, farmers market, and nutrition counseling

### HEALTH PROGRAMS AND SERVICES

(12 agencies administered programs and services that assisted individuals and families in obtaining health and dental care needs)

- **17,274** children received dental screenings and treatments; **14,363** children received fluoride varnishes
- **18,088** children received a lead screening and treatment if necessary
- Child health services were provided to **39,179** children
- Other agency health programs and 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.

### YOUTH DEVELOPMENT AND SENIOR PROGRAMS AND SERVICES

Youth development programs and services were provided to by 6 community action agencies, and senior programs and services were provided by 6 community action agencies. These agency programs and services include: youth recreation, youth work experience, youth counseling and guidance, fatherhood involvement programs, I-Card programs, and elderly activities.

### LINKAGES AMONG ANTI-POVERTY INITIATIVES

Linkages with other program services were provided to individuals and families by all Iowa's community action agencies. These agency programs, services, and activities include: family and individual counseling, transportation, and neighborhood and community development projects.

### VOLUNTEER SERVICES

**11,297** individuals offered their services as volunteers to Iowa's community action agencies during FFY 2009. These individuals performed **329,870** hours of volunteer service for a total dollar value of **\$2,391,557** (\$7.25 per volunteer hour).

### INFORMATION AND REFERRALS

Iowa's community action agencies provide information and refer Iowa's low-income individuals and families to a number of public and private organizations in an effort to expand program and service opportunities for these individuals and families. Having these partnerships and alliances with organizations that provide programs and services to low-income Iowans, helps ensure that the individuals and families needs are adequately addressed. In FFY 2009, Iowa's community action agencies reported **3,160** partnerships.

## COMMUNITY ACTION AGENCIES – FUNDING

Iowa's community action agencies leveraged over \$124 million in Federal, State, local, and private funding in FFY 2009. The agencies also received over \$16 million in government and business in-kind services and donated items.

FEDERAL FUNDS .....	\$183,042,204
STATE FUNDS .....	\$15,017,169
LOCAL FUNDS.....	\$2,990,925
PRIVATE FUNDS.....	\$13,754,676
<b>TOTAL FUNDING .....</b>	<b>\$214,804,974</b>
Value of in-kind services received (government and business) .....	\$6,955,564
Value of in-kind donated items received.....	\$9,783,176

## COMMUNITY ACTION AGENCIES – NATIONAL PERFORMANCE INDICATORS (STATEWIDE)

In FFY 2009, the Division of Community Action Agencies assembled its seventh 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 following 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)

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

## 2009 COMMISSION ON COMMUNITY ACTION AGENCIES

Amber Crystal Amos	Des Moines	(current member)
Kathy Beauchamp	Des Moines	(current member)
Michelle Hatfield	Sioux City	(term expired 4/2010)
Thomas Letsche	Remsen	(term expired 4/2009)
Marc Lindeen	Mount Pleasant	(current member)
Merl McFarlane	Oelwein	(current member)
Kevin Middleswart	Indianola	(current member)
Amy Peiffer	Stockton	(current member)
Robert Tyson	Waterloo	(current member)
Ross Wilburn	Iowa City	(current member)
Preston Daniels, Ex-Officio	Des Moines	(current member)

## DIVISION OF COMMUNITY ACTION AGENCIES STAFF LISTING

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### **Bureau of Community Services**

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