

2000 Annual Report

*Community
Action
In
Iowa*



Iowa Division of Community Action Agencies



STATE OF

IOWA

THOMAS J. VILSACK
GOVERNOR

SALLY J. PEDERSON
LT. GOVERNOR

DIVISION OF COMMUNITY ACTION AGENCIES
WILLIAM J. BRAND, ADMINISTRATOR

Dear Iowans,

Community Action has long understood that the foundation for strengthening families and communities lies in our ability to develop effective partnerships among an array of community interests. Serving as a catalyst for such creative local solutions is truly a hallmark of Community Action in Iowa.

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

Evidence of Community Action's community-based, customer-oriented, results-focused efforts can be found in every county in Iowa. These efforts range from Early Head Start programs to elderly services, energy assistance to employment and training, WIC to weatherization. This past year, Community Action has risen to the challenge to partner with others in the success of Iowa's Children's Health Insurance Program and the Iowa Empowerment Initiative.

The Division of Community Action Agencies serves to support and strengthen this amazing statewide network of innovative community problem-solvers. I am pleased to present this Annual Report describing our most recent efforts.

Sincerely,

William Brand

A DIVISION OF THE DEPARTMENT OF HUMAN RIGHTS
LUCAS STATE OFFICE BUILDING / DES MOINES, IOWA 50319 / 515-281-4204
FAX # 515-242-6119

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Division of Community Action Agencies



President Lyndon B. Johnson signed into law many significant pieces of legislation, including the Civil Rights Act, the Medicare Bill and the Economic Opportunity Act. The Economic Opportunity Act of 1964 was the impetus for community action. The passage of the act signified the nation's declaration of "war on poverty."

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

Bureau of Community Services

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

The CSBG funds are distributed to Iowa's 18 Community Action Agencies (CAAs). The Iowa CAAs create, coordinate, and deliver many programs and services to low-income Iowans. CSBG funds the central management and core activities of these CAAs. The impact of these funds is felt throughout the community. The CAAs use the funds to mobilize additional resources from local businesses and foundations, as well as other public sources, to combat the central causes of poverty in their communities and to assist low-income individuals achieve self-sufficiency.

During FY 2000, the Bureau of Community Services, in partnership with the Iowa Community Action Association and the National Resource Center for Family Centered Practice at the University of Iowa School of Social Work, continued the implementation of the Automated Assessment for Family Progress data collection system. The system is designed to collect outcomes related to changes in families over a period of time. Among the benefits of the system is the measurement of beneficial results occurring for families as a result of CAA programs and services and using it as a tool to improve the management of services provided for individuals and families. This system is also an integrated component of the automated intake and participant tracking system the state's CAAs use.

In partnership with the Iowa Department of Human Services, the Bureau administers the FaDSS Grant program. FaDSS provides services to Family Investment Program families facing multiple

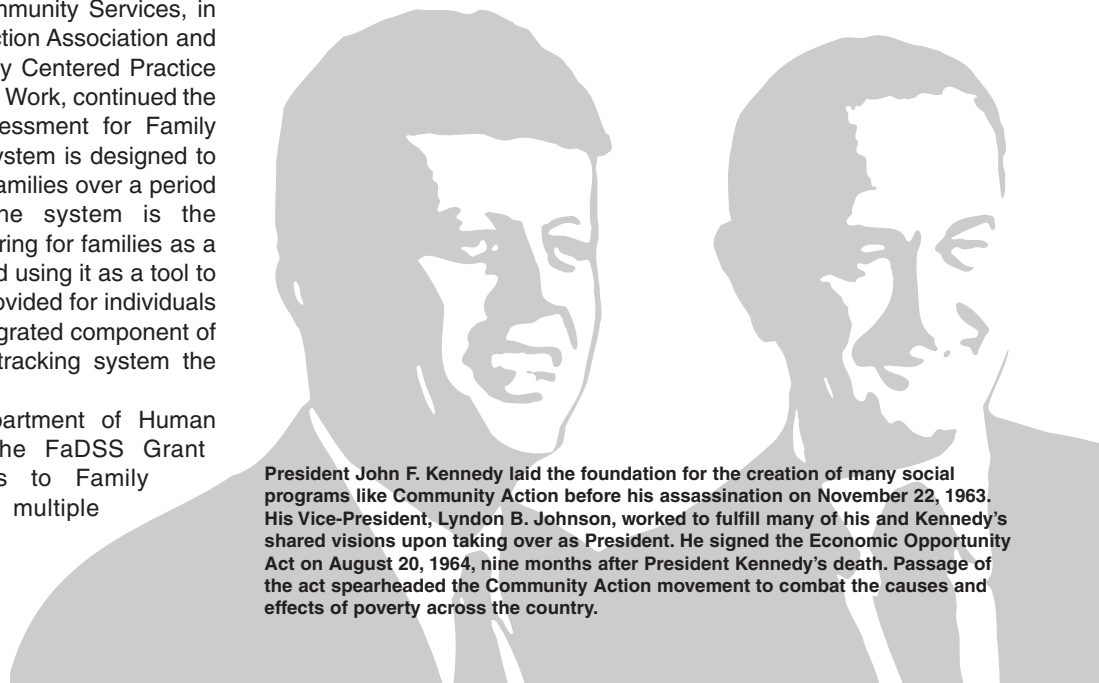
barriers to self-sufficiency. The FaDSS program provides comprehensive in-home services through certified Family Development Specialists to nearly 3300 families. The FaDSS program is a nationally recognized model which has demonstrated that it pays off, both in social and economic terms, to invest in high quality intensive services by partnering with families at risk of long term welfare dependency.

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

In 1998, the Healthy and Well Kids-Iowa (HAWK-I) program was created. This program provides health insurance coverage to Iowa's low-income children. In FY 2000, the Bureau of Community Services received \$100,000 in state funds to administer HAWK-I outreach projects focused at increasing HAWK-I applications and enrollments. The bureau awarded four CAAs HAWK-I funds, and those agencies are currently providing services in their communities to enroll low-income children in the program.

"Self-determination is but a slogan if the future holds no hope."

- John F. Kennedy, Address to United Nations General Assembly, September 25, 1961



President John F. Kennedy laid the foundation for the creation of many social programs like Community Action before his assassination on November 22, 1963. His Vice-President, Lyndon B. Johnson, worked to fulfill many of his and Kennedy's shared visions upon taking over as President. He signed the Economic Opportunity Act on August 20, 1964, nine months after President Kennedy's death. Passage of the act spearheaded the Community Action movement to combat the causes and effects of poverty across the country.

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. This 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 2000, 48% of the households served included at least one elderly person, 52% included at least one disabled person and 19% included young children.

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

In addition to \$3.3 million in federal Department of Energy funds, the Bureau also received \$2.1 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 checks 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

During Fiscal Year 2000, the Low-Income Home Energy Assistance Program (LIHEAP) provided assistance to 62,000 Iowa households



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 62,000 Iowa households in FY 00.

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

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

The ECIP component of LIHEAP provides immediate assistance to alleviate life-threatening situations. Assistance payments are made for repair or replacement of a furnace or heating system, obtaining temporary shelter, purchase of blankets and/or heaters, emergency fuel deliveries, purchasing or repairing air conditioning equipment when medically necessary, purchasing fans, and transporting clients to cooling centers during times of extreme heat.

Households certified eligible for LIHEAP (those at or below 150% of the Federal Poverty Guidelines) are protected from disconnection of gas or electric service from November 1st until April 1st under Iowa's winter moratorium law.

Impact of Unaffordable Energy on Iowa Families

During FY 1999, the Bureau created the Iowa LIHEAP Energy Survey to examine the consequences of unaffordable home energy bills and to examine outcomes of public programs designed to address such problems. A report entitled, “**Iowa’s Cold Winters: LIHEAP Recipient Perspective**” was released in June of 2000. Following are a few of the findings and recommendations in the report:

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

- **Over 12 percent of the survey respondents went without food to pay their home heating bill.** Projected to the total participating LIHEAP population, this means that about 7,600 low-income households (representing 20,000 Iowa citizens) went without food at times as a result of unaffordable heating bills.
- **More than 20 percent of the survey respondents went without medical care** to pay for heating bills. This may mean not seeking medical assistance when it is needed, not filling prescriptions for medicine, and/or not taking prescription medicines in the dosage ordered by the doctor. (It should be noted that the survey was conducted *before* the unprecedented high fuel costs and harsher winter of 2000-01)

Further, the Report finds that the LIHEAP program is critically essential and grossly underfunded. Recommendations include:

- **Funding for LIHEAP and Low-income Weatherization must be increased.** Federal funding for LIHEAP was decreased 32% from 1993 to 1998. Funding for the Weatherization Program was decreased 43% from 1996 to 1999. At the same time, the number of households federally eligible for LIHEAP and Weatherization actually increased by 11% nationally.

- **Increased inter-agency coordination needs to occur** at the local, state and federal level to help address both the causes and consequences of unaffordable home energy bills. Unaffordable home energy is more than simply an energy problem. It is a public health problem, a housing problem, a nutrition problem, and a child welfare problem.
- **Policy makers should take the opportunity to create a low-income affordability fund**, through a mechanism commonly referred to as a Systems Benefit Charge. 50,000 Iowa low-income households spend 25% of their total household income on non-heating baseload electricity uses.
- **An electricity lifeline low-income rate could be adopted by the Iowa Utilities Board.**
- **A more intensive case management approach** where the needs of the whole household are considered and coordinated so that one service supplements another to reduce a household’s dependence on energy assistance. The LIHEAP Program allows 5% of program funds to be used for this type of activity.
- **Outreach should be directed toward the most vulnerable, highest burdened households.** The Iowa LIHEAP Program is currently implementing performance-based measurements focusing on targeted outreach strategies.

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.

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 2000, FaDSS was funded through an appropriation of \$5,197,825 in TANF block grant funds. In addition to the TANF funds, local grantees provided \$1,341,443 in local and in-kind funds to supplement FaDSS.

In fiscal year 2000, FaDSS provided services in 99 counties through a network of eighteen grantees providing services to 3270 families.



How FaDSS Works

Families are referred to FaDSS through the Department of Human Services and the PROMISE JOBS Program. Participation in FaDSS is a voluntary option for people receiving Family Investment Program (FIP) benefits. FaDSS provides services that promote, empower, and nurture families to economic and emotional self-sufficiency. The foundation of FaDSS is regular **home visits** with families, using a strength-based approach. Core services include support and goal setting. **Support** includes referrals, group activities, linking families to communities and advocacy. **Goal setting** helps families break down goals that seem out of reach, into small steps that will lead to success.

“My Specialist helped me realize that I was getting a hand up instead of a handout. She helps me feel that things will turn out for the best.”

Participant statement to the FaDSS Council

Families Face Many Barriers

Families in FaDSS face many barriers to self-sufficiency. Below is a summary of issues families faced during 2000. For a complete list of issues faced by FaDSS families see *Snapshot of Issues Faced by FaDSS Families* in the 2000 FaDSS Annual Report.



Brief Summary of Issues

Issues	% of families served
current/past victim of domestic violence	64%
current/past substance abuser	56%
mental health issues	42%
child in the home is currently victim or survivor of abuse	38%
face 2 or more issues	81%

Following are some indicators of family progress:

FAMILY INVESTMENT PROGRAM USAGE

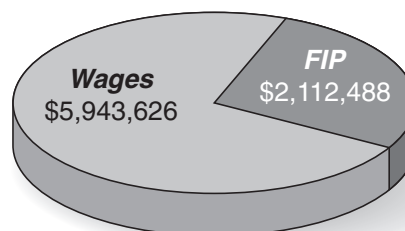
- Of families that stayed in FaDSS for up to 90 days after leaving FIP, 76.5% stayed off FIP for at least one year.
- As FaDSS families moved from welfare to employment the state of Iowa realized a savings of \$1,903,39 in FIP cash assistance.

EMPLOYMENT

- Nearly 60% of FaDSS families became employed during FY2000.
- FaDSS families earned \$5,943,626 in wages in FY00, which represents over 75% of their income.
- 66% of families who exited FaDSS improved their education, employment, income, or housing status while in FaDSS.

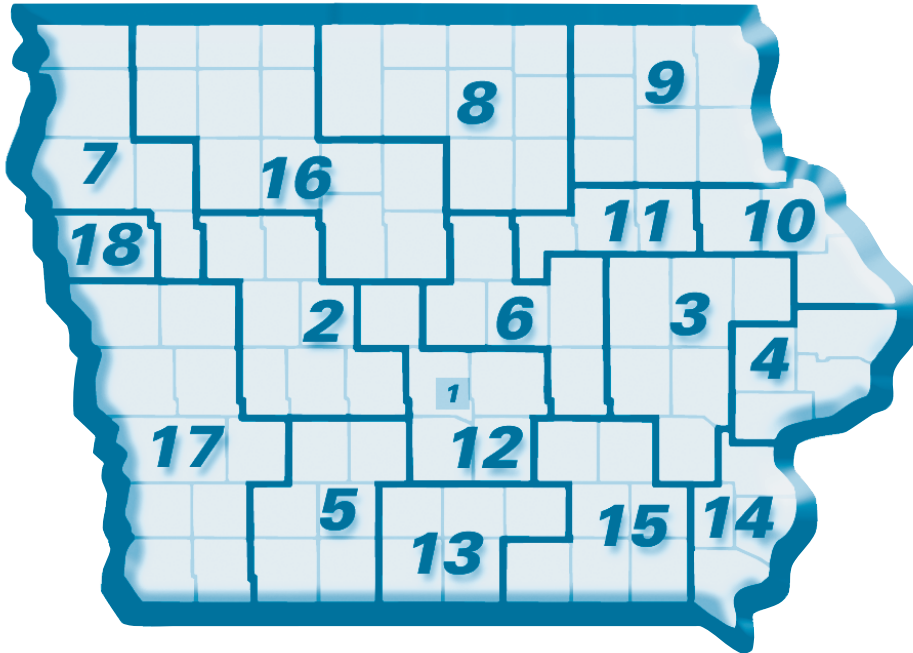
FOR MORE DETAILED INFORMATION ON THE FaDSS PROGRAM, PLEASE SEE THE FY2000 FaDSS ANNUAL REPORT

Income of Employed FaDSS Participants in FY2000*



* Based on persons employed in FY2000

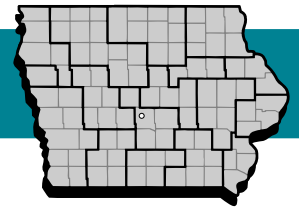
Community Action Agencies In Iowa



1. Community Development Department/City of Des Moines
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. Southeast Iowa Community Action Organization, Inc.
15. Southern Iowa Economic Development Association
16. Upper Des Moines Opportunity, Inc.
17. West Central Development Corporation
18. Woodbury County Community Action Agency

Community Development Dept./City of Des Moines

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



James M. Grant, Director • Barb Ashton, Program Planner, LIHEAP and Weatherization Coordinator

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

Several highly visible programs were again successfully operated including the collection of food, and cash and distribution of 1,050 Holiday Food Baskets and food certificates at local supermarkets as well as the operation of 40 neighborhood associations sponsored SCRUB cleanups with 1,035 tons of junk and debris removed from neighborhoods in Des Moines. Community Services staff work with neighborhood associations, which provide volunteers for this Saturday cleanup program.

Weatherization staff began to evaluate 23 Des Moines Coalition for the Homeless Transitional Housing units in September. These units will be weatherized with an expected completion date of February or March, 2001. The Coalition pays utilities for its transitional housing while charging residents 30% of their income for rent. This money is escrowed for the residents use when they leave for permanent housing. Weatherization will save the Coalition a considerable amount of money. This was a great partnership between two service providers in the City of Des Moines.

CSD staff has been meeting with a group of local service providers attempting to provide better welfare to work opportunities. Representatives from the business community, Polk County, State DHS, the City of Des Moines and non-profits have been meeting monthly since

June, 1998. The group, the Community Workforce partnership, continues to work towards establishment of a one-stop center in Polk County.

Community Services staff have worked with over 400 families to re-establish utility service or avoid disconnection of services in FY 2000. Funds from MidAmerican Energy's I CARE customer service program and the City's own franchise fees coupled with other funding sources assist households facing a utility emergency.

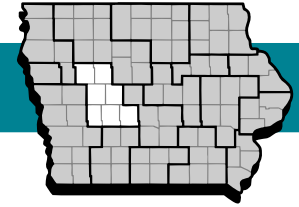
In 1999 Community Action Site offices gained access to the City's central computer network allowing Internet and e-mail activities. In 2000 Community Services established new web pages on the city web site. You can look at their pages by going to WWW.CI.Des-Moines.IA.US and clicking on the Department link. Find the Community Development Department's Community Services Division.

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

Total number of persons served during FY 2000:	16,285
FY 2000 CSBG Allocation:	\$427,764
Funding received during FY 2000:	\$2,994,045
In-kind contributions received during FY 2000:	\$215,000

Community Opportunities, Inc.

603 West 8th Street - P.O. Box 427, Carroll, IA 51401-0427 • Phone: (712) 792-9266 • Fax: (712) 792-5723



Lloyd DeMoss, Executive Director • Marla Janning, CCAP, Planner • Lois Moberg, LIHEAP and Weatherization Coordinator

The Early Head Start Program was at full enrollment at the end of the fiscal year. The Department of Health and Human Services funded 36 families and the Partnerships for Families Empowerment area (Audubon, Greene, Guthrie, and Carroll Counties) funded 36 additional families.

There is a Head Start standard that requires that by FY 2003, one half of classroom lead teachers must have a two or four year degree in early childhood education or a four year degree in a related field with six courses in early childhood education. At the present time this agency has twelve classroom lead teachers, nine of whom are taking college classes toward their degrees. We also have two teacher associates taking college courses toward their degrees.

The Executive Director completed the Non-Profit Management Institute. This training was sponsored by Iowa State University Extension in partnership with United Way of Central Iowa Management Assistance Program. The Non-Profit Management Institute was created to enhance the management skills of those serving non-profit human service groups, hospitals, governmental agencies, churches, private schools, arts organizations, environmental groups, and others in the non-profit sector.

Attendees had the option of enrolling in individual classes or in a program leading to a certificate in non-profit management. To earn a certificate, an institute student had to complete classes totaling eight continuing education units. Participants could choose from 13 courses, which were offered from September 1999 through June 2000. Nearly 160 people from twenty different cities in fourteen counties participated in the management classes. Only 30 received

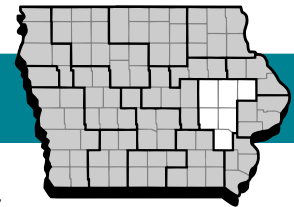
the certificate. Lloyd DeMoss, CEO of Community Opportunities, Inc., was among those receiving a certificate.

Marla Janning, Development Director of Community Opportunities, Inc., received her certification as a Certified Community Action Professional (CCAP) by completing the requirements during the past fiscal year. She received her pin and certificate at the National Associations of Community Action Agencies annual convention in San Antonio, Texas in September 2000.

Total number of persons served during FY 2000:	10,157
FY 2000 CSBG Allocation:	\$184,729
Funding received during FY 2000:	\$4,426,653
In-kind contributions received during FY 2000:	\$1,062,235

Hawkeye Area Community Action Program, Inc.

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



Don Maniccia, CCAP, Executive Director • Mary Nugent, Program Planner • Mitch Finn, LIHEAP Coordinator

HACAP's major accomplishment in FY 2000 was the completion and occupancy of our new corporate office. This space, the first ever designed specifically for the needs of HACAP is the information hub of HACAP. The up-to-date information management systems we can develop here will allow us to:

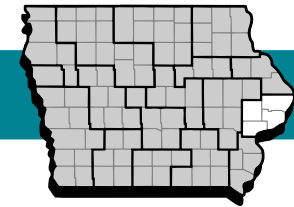
- **Enroll families in any of HACAP services that they need without the family's having to go to more than one HACAP office or fill out demographic information more than once.** We already have extensive databases in Head Start and LIHEAP. With new electronic systems we can merge information needed by service workers to give families the help that they need, while protecting confidential information from those who should not have access to it.
- **Communicate simultaneously with staff throughout the six-county service area.** Each site, via an Intranet will be connected through their computers to every other site and to the regional corporate office. This will allow us to share information with our staff through the region and ease the isolation people can feel when miles separates us.
- **Co-locate all program management.** With an increased emphasis on simultaneously enrolling families in all the programs that they need, program managers will be working together to set up seamless systems, while adhering to the regulations of each funder. The challenges of integrating separate programs can be met when staff members have easy access to other managers on an informal, as well as formal, day-to-day basis.

- **Ensure consistent enforcement of HACAP's corporate policies.** At the corporate office, answers to all personnel, financial, and legal questions can be answered almost immediately; because, corporate operations staff are located only a few yards from the regional program managers.

Total number of persons served during FY 2000:	15,573
FY 2000 CSBG Allocation:	\$649,003
Funding received during FY 2000:	\$14,755,187
In-kind contributions received during FY 2000:	\$1,884,746

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

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



Patricia Steiger, CCAP, Executive Director • Maureen Stoops, Program Planner • Linda Daufeldt, LIHEAP Coordinator • Michael Loos, Weatherization Coordinator • Helen Benker, FdSS Coordinator

In collaboration with the City of Clinton, East Central Intergovernmental Association wrote and received a Community Development Block Grant in the amount of \$250,000 for renovation of Kirkwood School in Clinton, Iowa. Iowa East Central T.R.A.I.N. purchased the building from the Clinton School District for \$1.00 to be used as a Head Start Center. The Center is located in the heart of an old "blue-collar" neighborhood, and will allow us to serve some 75 children in one location. The Center will also be used for a variety of parent activities.

The Agency planned and implemented a "Children's Art Fair" including children from all over the community. The local media (KWQC TV station) supported the Children's Art Fair and the local mall donated their community room for two days. All supplies and prizes were donated from various businesses within the city. The entire project was designed and staffed by Iowa East Central T.R.A.I.N.

In collaboration with the Clinton County DECAT/Empowerment Board, School Based Youth Program, and the Substance Abuse/Prevention and Treatment Program, we wrote and submitted a proposal to the Robert Wood Johnson Foundation for a Free to Grow Grant. The proposal was one of twenty selected out of some two hundred submitted for consideration. A site visit from Robert W. Johnson is scheduled for January of 2001. The grant requires dollar for dollar match. The local community committed \$50,000 a year for the next three years in hard match for this grant. Iowa East Central T.R.A.I.N. will be the grantee should we be funded.

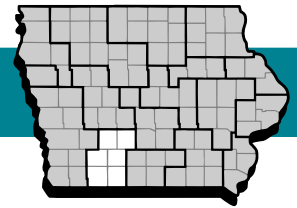
Total number of persons served during FY 2000:	19,025
FY 2000 CSBG Allocation:	\$514,952
Funding received during FY 2000:	\$7,961,782
In-kind contributions received during FY 2000:	\$720,198



MATURA Action Corporation

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

Harvey Davis, CCAP, Executive Director • Jan Ritter, Program Planner • Janice Shepard, LIHEAP Coordinator • Eldon Starmar, Weatherization Coordinator • Patricia J. West, FaDSS Coordinator



MATURA Action Corporation administers a massive Dislocated Farmer Program for the Department of Labor, serving fifty-five counties in western Iowa. This project previously received two national awards and is currently dealing with the severe rural crisis.

Also MATURA has been selected as the grant recipient to provide WIA services in area 14 in Southwest Iowa in the upcoming year and currently administers the PROMISE JOBS Program, Welfare to Work, and the FaDSS Programs in Region XIV. MATURA are the only Community Action Agency in the State of Iowa running all three programs concurrently.

MATURA was selected as a Union County Empowerment Recipient to provide child passenger safety checkpoints and child safety seats for children ages 0 to 5 years of age. This program will provide Union County residents an opportunity to have their child safety seat checked by a certified technician. If the seat is found to be unsafe, the seat will be replaced for the family. The misuse rate in Iowa for child passenger safety seats is 98%. Our goal is to reduce the number of unsafe seats in Union County.

MATURA was selected for the "Love Our Kids" Grant given by the Iowa Department of EMS. This grant was awarded to provide an educational opportunity as to the proper usage of a child passenger safety seat. This traveling display will be taken to all counties MATURA serves.

The new, nation-wide children's health insurance plan is called HAWK-I in Iowa. MATURA hired a full time HAWK-I Coordinator in September. Our goal is to make sure every child has health

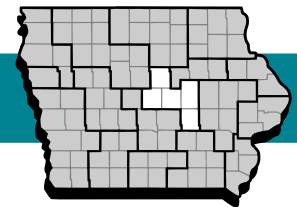
insurance coverage. The program is being presented to the public through the schools, community efforts, health fairs, and many publicity campaigns.

Total number of persons served during FY 2000:	8,508
FY 2000 CSBG Allocation:	\$130,236
Funding received during FY 2000:	\$3,939,634
In-kind contributions received during FY 2000:	\$1,866,503

Mid-Iowa Community Action, Inc.

1001 South 18th Avenue, Marshalltown, Iowa 50158 • Phone: (641) 752-7162 • Fax: (641) 752-9724

Magi York, CCAP, Executive Director • Owen Heiserman, Program Planner • Diane Popelka, LIHEAP Coordinator • Barry York, Weatherization Coordinator • DeNette Perry, FaDSS Coordinator



MICA's community partnerships in Marshalltown were strengthened by a school district commitment to fund an elementary after school recreation project staffed for seven years through an AmeriCorps project. Elementary schools receive more days of service than before. A similar project continues at the two middle schools. MICA, ISU Extension, Youth and Shelter Services, and Substance Abuse Treatment Unit of Central Iowa (SATUCI) have started a no cost, universally available parenting program through the elementary and middle schools. The project, funded by the Substance Abuse and Mental Health Services Administration, uses a family-based education model developed by Iowa State University.

In sixty days this spring, MICA's housing crews converted a meeting room and food pantry into an early childhood development classroom at the Family Resource Center in Iowa Falls (Hardin County). This room is being used to conduct an Early Head Start class for eight toddlers. MICA is eyeing development of similar toddler rooms to meet the need in other counties.

Following two years of bringing crisis intervention services to twenty-one troubled Community Action Agencies, MICA has been asked to continue and expand its work. Federal and State CSBG staff have asked MICA to increase the number of agencies and the number of states in which it works.

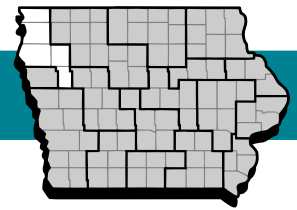
Total number of persons served during FY 2000:	17,480
FY 2000 CSBG Allocation:	\$342,211
Funding received during FY 2000:	\$7,096,378
In-kind contributions received during FY 2000:	\$895,156



Mid-Sioux Opportunity, Inc.

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

Dick Sievers, Executive Director • Julie Colling, LIHEAP and Weatherization Coordinator • Amy Heinrich, FaDSS Coordinator



Major accomplishments for FY 2000 include the receipt of additional funding sources for Wrap Around child care for the Early Head Start Program serving the LeMars area as well as funding to support housing rehabilitation services in Lyon and Sioux counties. Empowerment funding to expand efforts in the Child Care Resources department will allow the agency to provide additional training and incentives to child care providers who improve their child care skills. The statewide Community Food and Nutrition Grant received by Mid-Sioux will seek to develop innovative approaches to expansion of the WIC Program across Iowa.

The Teddy Bear Den was established two years ago by Mid-Sioux to support Early Head Start families. The project provides incentive points to families who maintain regular medical appointments or who participate in educational activities to benefit their children. Early Head Start serves expectant and children up to age 3. Points can be used to purchase items at the Teddy Bear Den such as formula, clothing, equipment, toys and other items to help support the development of children and families. The project is supported by a United Way grant as well as funding from Early Head Start and the CSBG. This program works to eliminate health risks in young children and promotes positive parenting and support as well.

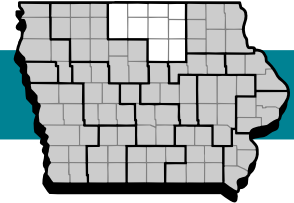
Total number of persons served during FY 2000:	9,790
FY 2000 CSBG Allocation:	\$147,674
Funding received during FY 2000:	\$4,842,017
In-kind contributions received during FY 2000:	\$657,069



North Iowa Community Action Organization

202 1st Street S.E. Suite 201 - P.O. Box 1627, Mason City, Iowa 50402-1627 • Phone: (641) 423-8993 • Fax: (641) 423-9046

Dick Goerdt, CCAP, Executive Director • Barb Kellogg, Program Planner • Myrna Long, LIHEAP Coordinator • Murray Isch, Weatherization Coordinator • Sandy Rayhons/Bambi Ulrich - FaDSS Team Leaders



NICAO commissioned the development of two new software programs created by two local computer consultants. The first program was to create a database for both the Community Partners and FaDSS Program in order to collect data required for quarterly activity reports. The second program was to create financial reports for the United Way funded Crisis Assistance and Self-Sufficiency Development Program.

The expansion of a successful partnership with the local Prairie Ridge Addictions Treatment Center saw NICAO FaDSS staff agreeing to provide weekly parenting classes to both the women's and the men's groups in Prairie Ridges' Outpatient Treatment Program. In addition, Community Partners staff agreed to teach Financial Management classes at Hope House in Charles City to assist individuals with developmental disabilities to improve their budgeting skills.

North Iowa Community Action was recognized by the State of Iowa Dental Services Bureau for the provision of dental services to low-income children in the north central Iowa service area. A dental hygienist was hired to perform dental screening and fluoride varnishing services. Every Head Start child receives free dental screening and fluoride varnish.

North Iowa Community Actions' Comprehensive Community Based Adolescent Pregnancy Prevention Program developed several successful "abstinence only" ads for TV and radio. Kids volunteering from schools in Hancock and Winnebago counties created the ads. AT&T provided production services during the filming and taping. The kids also created art used in book covers distributed to every school in the service area. The book cover art was then used to create billboards that were located in nine different locations throughout the service area.

The family planning program was awarded an additional \$34,000 in funding in order to serve vulnerable populations including substance users and males. The additional funding also provided opportunities to conduct increased family planning outreach activities.

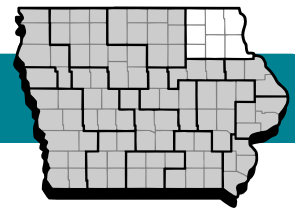
Head Start successfully engineered the partnership of North Iowa Community Action, the city of Charles City, Northern Trails Area Education Agency, and the Learning Center (a local preschool) in order to obtain financing to remodel the former Fareway grocery store in Charles City in order to turn it into a community child care center. The new "Family Resource Center" will contain offices for local AEA staff, two head start classrooms including AEA preschool children, and a community day care and preschool program.

North Iowa Community Action owns the building and will act as the property manager for the new community center. Fareway donated the building. AEA will occupy one-third of the building. The city of Charles City sponsored a Community Development Block Grant and made a cash donation to assist in the financing of the project. The Floyd County Board of Supervisors also made cash contributions to the center. A Rural Development loan from the USDA was also essential to financing the project.

Total number of persons served during FY 2000:	11,856
FY 2000 CSBG Allocation:	\$274,096
Funding received during FY 2000:	\$7,093,870
In-kind contributions received during FY 2000:	\$2,048,603

Northeast Iowa Community Action Corporation

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



Mary Ann Humpal, CCAP, Executive Director • Dave Boss, Program Planner • Melodye Protsman, LIHEAP Coordinator • Scott Barnett, Weatherization Coordinator • Jere Probert, FaDSS Coordinator

NEICAC has implemented Personal Development Plans (PDP) for all staff to reflect the goals in our corporate Strategic Plan. The new position of Human Resources Manager that has started the process toward uniform personnel policy issues such as hiring and formalizing processes many previously unaddressed issues. NEICAC's NE Regional Transit was named best in the state and nominated for national best. Fund raising from local public and private organizations/individuals exceeded previous years.

Success Story:

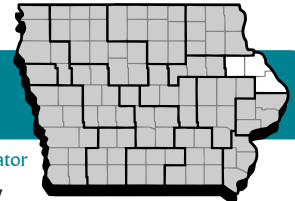
A mother with a three-year-old child had been in the FaDSS program for two years. She had previously suffered a stroke and been unable to work for some time. She was hired by a local hotel to work as a housekeeper, and has since been promoted to Assistant Manager of the Housekeeping Department. Her child is enrolled in Head Start and also receives childcare through the wrap-around grant.

Total number of persons served during FY 2000:	11,496
FY 2000 CSBG Allocation:	\$259,928
Funding received during FY 2000:	\$8,100,995
In-kind contributions received during FY 2000:	\$1,179,524



Operation: New View Community Action Agency

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



M. Thomas Stovall, CCAP, Executive Director • Joy Davis, Program Planner • Jim O'Toole, LIHEAP Coordinator • Mike Strader, Weatherization Coordinator

We continue 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 served over 1,900 households in the past year.

Tom Stovall, was elected Vice President of the Iowa Community Action Association (ICAA). Tom also holds the position of treasurer of the Iowa Association of Community Action Directors (IACAD). Tom was also awarded the professional designation of Certified Community Action Professional (CCAP) by the National Association of Community Action Agencies based in Washington, D.C. Tom received his recognition on September 9 at the annual conference of the National association of Community Action Agencies in Chicago.

"Coats for Kids" project was held October 19 and 20 in Dubuque and October 21 in Manchester. The agency successfully collected and distributed coats to 1,055 individuals in Delaware and Dubuque County.

November brought a new and exciting project to Operation: New View Community Action Agency. We held our first "State of Poverty Welfare Simulation" in conjunction with Iowa State University Extension. Two sessions were held and very well attended. We continue to hold these simulations.

Progress on the development and construction of a Head Start and Community Resource Center in Dyersville started moving forward in January. A site was secured, loan application completed and approved. Progress continues with the hopes of a completed center for June 2001.

Santa's Helper was again a great success! The agency collected over \$15,000 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 and distributed to needy families. Employees and organizations within the tri-county area adopted many families. Monies not used for this project are used during the year for crisis situations and when no other solution can be found toward a problem.

In January the agency received word that the Delaware County Outreach Offices would be moving. Thanks to the Delaware County Supervisors the office relocated to new facilities in June. The new home is the former county jailer's residence located on the county courthouse campus next to the County Sheriff's Office.

In January the agency entered into contracts in all three counties to take the lead in promoting participation in the HAWK-I Children's Health Insurance Program. We have since applied and received a contract for a pilot program that will run until June 2001. This program adds another service that we can give to our clients.

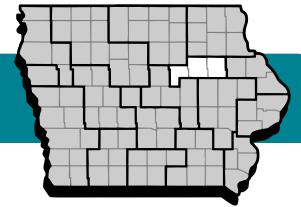
The agency once again participated in the Hardee's Share the Warmth promotion in February. As a result of the promotion \$1,104 was raised for use within our communities to assist with emergency heating assistance.

Total number of persons served during FY 2000:	14,415
FY 2000 CSBG Allocation:	\$241,401
Funding received during FY 2000:	\$3,452,337
In-kind contributions received during FY 2000:	\$79,450

Operation Threshold

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

Lisa Wageman, Executive Director • Mindy Davis, Program Planner • Michelle Calderwood, LIHEAP Coordinator • Bill Shindley, Weatherization Coordinator • Billie Allen-Williams, FaDSS Coordinator



- The Stork's Nest Program celebrated its 10th anniversary.
- Mindy Davis, Resource Development Director, provided leadership to the Black Hawk County Census 2000 Complete Count campaign.
- Operation Threshold completed construction of its first rural affordable rental project, located in Buchanan County in the City of Independence.
- The agency held the third annual Parade of Homes open house to showcase its Housing Program.
- Operation Threshold participated in the Dialogue on Poverty 2000. The agency organized community meetings in Black Hawk, Buchanan, and Grundy Counties. Over 200 people participated by attending meetings and completing participant surveys.
- The agency coordinated efforts between the Salvation Army and the Black Hawk County Local Homeless Coordinating Board to develop a new men's transitional housing facility and program in Waterloo. Operation Threshold completed a HUD grant for \$974,498 on behalf of the Salvation Army.
- The agency purchased the Kistner Building, adjacent to its main office in Waterloo, acquiring four additional affordable rental units and providing new space for the Housing and Weatherization departments.
- The Weatherization Program participated in a state-testing project to determine safety measures for removal of slate siding and asbestos.

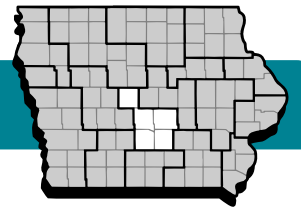
- The Weatherization Program instituted the use of subcontractors for weatherization work.
- In fiscal year 2000, 215 volunteers provided 6,315 hours of service valued at \$90,305.
- The Community Services Program increased the number of key card distributed by 28%.
- The Community Services Program distributed 200 more fans than in FY 99
- The agency upgraded computer hardware in all three centers.
- The agency linked the outreach centers with e-mail and Internet access.
- The Family Development Program increased the number of participants employed for 90 consecutive days by 60%.
- The Family Development Program increased the number of participants in GED or college programs by 30%.

Total number of persons served during FY 2000:	12,071
FY 2000 CSBG Allocation:	\$395,614
Funding received during FY 2000:	\$4,042,716
In-kind contributions received during FY 2000:	\$2,314,489

Red Rock Area Community Action Program, Inc.

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

Linda Keller, Executive Director • Laura Hudson, Program Planner • LaVerta Foust, LIHEAP Coordinator



Through a small contract with the Department of Human Services, we initiated an intensive HAWK-I promotion in Warren County. We established a strong working relationship with the schools. We contacted every school in our district and found that they were very willing to help promote this excellent program but had no real guidance. Working together, we got the information to all students registering for school and by continuing to work with the schools, we hope to follow-up on all families who may be eligible. Because the plan is administered by a third party, we may never know how much success we achieved but we do know that the correct information is out there now and we have created a network of people who know about and believe in the program to help identify and enroll potential clients.

Food Pantry, available in 4 of our 5 outreach centers, is an excellent program for our clients. Items are donated or purchased with cash donations, local funds and FEMA money. Clients must meet the income guidelines and are eligible to receive food throughout the year. Without these food supplies, clients would be forced to buy food with money needed for other necessities or go hungry. Judging by the number of people we serve and the amount of food we go through, Food Pantry is a demonstrated successful program.

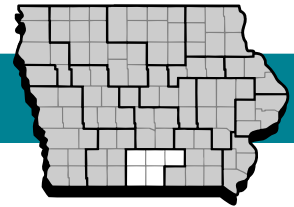
Due to the excellent efforts of our outreach staff, we were able to secure many donations that would help our clients. Food, clothing, fans, furniture, appliances and school supplies all helped to supplement the funding from conventional sources. With more people needing our assistance and less funding available, it is a

major accomplishment for our center coordinators to be able to establish relationship with area businesses that enable us to help clients when the funding isn't there.

Total number of persons served during FY 2000:	12,652
FY 2000 CSBG Allocation:	\$259,928
Funding received during FY 2000:	\$1,588,338
In-kind contributions received during FY 2000:	\$290,778

South Central Iowa Community Action Program, Inc.

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



Jim Smith, Executive Director • Sue McCleary, Program Planner • Bob Mumma, LIHEAP Coordinator • Kevin Smith, Weatherization Coordinator • Barb Bailey, FaDSS Coordinator

This past year South Central Iowa Community Action Program has worked hard developing three new programs in our service area. These programs were the HAWK-I Insurance outreach promoting health insurance for children; home consultant promoting child care; and IDA (Individual Development Accounts) promoting savings and asset development for low income households. The IDA program is sponsored by the agency and its credit union with two different programs available. Through funding received with ISED, a part-time position was created to promote the programs which can provide up to a \$1-\$1 match on savings.

Outreach staff were instrumental in serving 114 more families through LIHEAP this past year than the previous year. It is anticipated that even more families will be served in the coming year due to the rising cost of fuel.

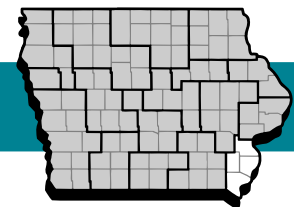
HAWK-I insurance outreach program was implemented in January. Through collaboration between SCICAP, the Department of Human Services and Graceland University in Lamoni, a senior Human Services major initiated outreach program as part of her internship. She coordinated with outreach offices in Clarke, Decatur, and Wayne Counties to promote, publicize and advocate for enrollment of eligible children in the HAWK-I program.



Total number of persons served during FY 2000:	6,540
FY 2000 CSBG Allocation:	\$113,889
Funding received during FY 2000:	\$3,181,794
In-kind contributions received during FY 2000:	\$25,864

Southeast Iowa Community Action Organization, Inc.

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



Sharon Ford, CCAP, Executive Director • Sheri Lewis, Program Planner • Jane Wilson, LIHEAP Coordinator • Tom Richert, Weatherization Coordinator • Cindy Fouke, FaDSS Coordinator

The mission of Southeast Iowa Community Action Organization, Inc. is to help families and individuals in need achieve self-sufficiency and improve their quality of life. The agency continued its mission during the past year and received additional funding to improve the services provided to the community. In order to enhance the services provided to the community the agency added a new position, the Community Resource Development Director.

The agency received TANF funds from both Empowerment Boards in the service area for a Vendor Voucher program to help families pay for quality childcare. Decategorization funds were received to provide training for child care providers. Senior Living Trust funds were granted from the Area Agency on Aging for Home Repair and Telephone Reassurance services.

Our Head Start program received funds for expanding classroom hours, to provide year round classrooms, and to expand early Head Start. A new classroom was established in Columbus Junction in cooperation with the school district for space for the classroom.

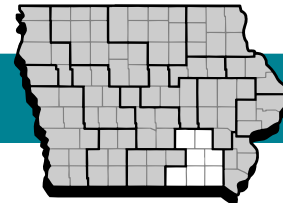
The agency was also very active in the communities of southeast Iowa. Five poverty dialogues were hosted in conjunction with the National Association of Community Action Agency's Poverty Dialogue 2000 initiative. Staff was also involved with local Poverty Simulations.

Twenty-five houses were painted in Burlington during the Paint-a-thon that the agency co-sponsors. The agency was also involved with the Community Thanksgiving Dinner in Burlington that served over 700 dinners. This year the six-plex rehabilitation project in Keokuk was completed.

Total number of persons served during FY 2000:	11,499
FY 2000 CSBG Allocation:	\$223,963
Funding received during FY 2000:	\$4,859,606
In-kind contributions received during FY 2000:	\$2,402,716

Southern Iowa Economic Development Association

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



Phyllis Runnells, CCAP, Executive Director • Judith Engle, Program Planner, LIHEAP Coordinator and Weatherization Coordinator
 • Judy Songer, FaDSS Coordinator

SIEDA has been actively involved in its local empowerment areas, serving on board of directors and acting as service providers for the areas. Two areas currently contract with SIEDA to provide the nationally recognized in-home program, "Parents as Teachers". A third area has contracted for these services next year. Total funding for the projects is \$495,795 and will increase to \$699,998 in the coming year.

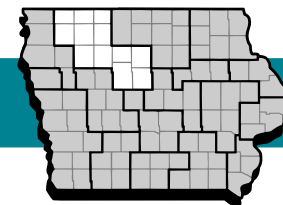
Empowerment Areas also have funded the expansion Head Start hours of operation, a Child Care Provider Recruiter and family support activities in the Neighborhood Outreach Centers. The agency was also selected to administer one or four HAWK-I Outreach pilot program and one of two Weatherization Pilot programs in Iowa.

SIEDA was awarded a Promoting Safe and Stable Families grant to continue its Families First program. The program consists of 7 NEST stores designed to encourage healthy pregnancies and prevent birth defects, Parenting Skills Workshops which encourage the use of appropriate, positive discipline in child rearing, and the "Iowans Saves" Individual Development Accounts savings program for families. The Families First program is closely coordinated with SIEDA's Head Start, Parents and Teachers program and other local health/support agencies to strengthen the health and stability of local families.

Total number of persons served during FY 2000:	10,465
FY 2000 CSBG Allocation:	\$303,522
Funding received during FY 2000:	\$5,625,203
In-kind contributions received during FY 2000:	\$470,026

Upper Des Moines Opportunity, Inc.

101 Robbins Avenue - P.O. Box 519, Graettinger, Iowa 51342-0519 • Phone: (712) 859-3885 • Fax: (712) 859-3892



Larry Rohret, Executive Director • Gina Lowman, Program Planner • Jennifer Corley, LIHEAP and Weatherization Coordinator • Carolyn Olson, FaDSS Coordinator

UDMO worked 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.

UDMO received state Empowerment funding to continue valuable services provided by UDMO's childcare Resource and Referral's childcare Consultants.

Family Development Self-Sufficiency staff maintained or exceeded their maximum of 110 participants throughout the year.

UDMO established a new child development center in conjunction with Empowerment in one of our counties to serve 18 additional children and their families.

UDMO was approached by a group of Emmet County citizens, headed by a local pastor, concerned about the lack of available health care, especially for the Hispanic population in the area. They had a plan to create a free clinic that would be staffed with volunteer doctors, nurses, and office support. Initially the group wanted UDMO's assistance as a fiscal agency, they then changed that request and asked that UDMO sponsor the project. UDMO accepted the project and used CSBG dollars to offset the initial startup costs.

The clinic is housed in an Esterville church and staffed by two physicians, a nurse practitioner, registered nurses, and office personnel. All the staff time and service are donated to the project. In the first year of project, 114 individuals were assisted for various illnesses and checkups.

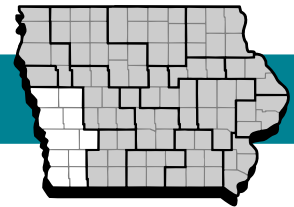
Total number of persons served during FY 2000:	22,206
FY 2000 CSBG Allocation:	\$343,301
Funding received during FY 2000:	\$7,724,759
In-kind contributions received during FY 2000:	\$1,955,741



West Central Development Corporation

1108 8th Street - P.O. Box 709, Harlan, Iowa 51537 • Phone: (712) 755-5135 • Fax: (712) 755-3235

Tom Lawlor, Executive Director • Bob Anastasi, Program Planner • Marilyn Rodacker, LIHEAP and Weatherization Coordinator • Molly Horan, FaDSS Coordinator



Head Start Funding:

West Central Development Corporation received a competitive grant to expand the hours and weeks that five of our Head Start Centers operate. The Department of Health and Human Services will provide annual funding of \$105,000 for this service.

Head Start Peer Review

West Central successfully completed its On-Site Program Review. Head Start grantees receive a comprehensive peer review every three years.

Community Collaborations

West Central has been involved in several new collaborations during the past year that have lead to additional funding and to additional services for the people of Southwest Iowa.

West Central participates in five empowerment areas. We are pleased to receive funding from each empowerment area. Empowerment areas fund various priorities; however, the funds administered by West Central assist childcare providers including Head Start.

West Central has new agreements with the Department of Human Services for HAWK-I outreach and other services.

In cooperation with the Cass/Mills/Montgomery County Empowerment Areas and Child Support Recovery, West Central has begun a program to serve fathers who are separated from their spouse and children.

Crawford County people who are interested in childcare have worked to build a new childcare center. Plans for the building are

being completed. West Central will have two Head Start Classrooms in the new facility.

Computers Networked

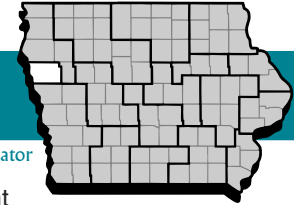
West Central has linked the computers in the Harlan administrative office and the Council Bluffs Omni Center into a very usable network. The network is unique in that it utilized the Internet as the carrier between Council Bluffs and the network server computer in Harlan. Long distance telephone charges are virtually eliminated by using the Internet rather than commercial long distance telephone. The system is very usable, yet it is very economical. The network provides file sharing, internet access, and e-mail to about fifty people.

Total number of persons served during FY 2000:	19,654
FY 2000 CSBG Allocation:	\$409,237
Funding received during FY 2000:	\$8,392,885
In-kind contributions received during FY 2000:	\$2,470,699

Woodbury County Community Action Agency

2700 Leech, Sioux City, Iowa 51106-1100 • Phone: (712) 274-1610 • Fax: (712) 274-0368

Jean Logan, Executive Director • Janet Vorce, Program Planner • LaRae Lyons, LIHEAP & FaDSS Coordinator • Dennis Krause, Weatherization Coordinator



The Woodbury County Community Action Agency is purchasing a building located at 2711 South Helen in Sioux City, Iowa. The building, known as Isabelle Sloan School, was built in 1962 as an elementary school building for the Sioux City School District. Most recently, the building housed the city's alternative school, run by the Boys and Girls Home. Isabelle Sloan School will allow us to fulfill the dream of a center where several of the programs operated by the agency can host joint or singular program activities.

We envision Isabelle Sloan as a family oriented center; the building would allow us to have multiple Head Start classrooms or other early childhood programs. In addition, it offers the possibility of Early Head Start expansion to center based care. The Family Development and Self-Sufficiency Program home visitors will be housed out of this building along with the Early Head Start staff. The largest space currently available to any program is not sufficient to accommodate the large numbers of people we attract to program activities.

The gymnasium will allow us to hold the annual Winter Fest carnival, holiday gift give-away, and other agency events without renting space elsewhere. We will finally be able to hold training for Head Start and other agency employees at an agency site. We felt the possibilities for further collaboration are greatly enhanced by this location. Isabelle Sloan School is 15,553 square feet. The building houses seven classrooms, office space, a kitchen and large gymnasium.

WCCAA and Iowa Workforce Development are part of the New Iowan Welcome Center in Sioux City. Sioux City was chosen by the Governor as one of two pilot sites for the New Iowan Center. The

center will offer services to recent immigrants and refugees to the state. These centers will help ensure that new Iowans have the opportunities to succeed and assimilate into the community. Our Head Start Parent Involvement Manager was hired to be the local coordinator. The Center will offer referrals to services in the community and screening for potential program eligibility. Employment related services such as job placement, development of job-seeking skills, and individual counseling will also be available through the Center.

Total number of persons served during FY 2000:	9,319
FY 2000 CSBG Allocation:	\$227,778
Funding received during FY 2000:	\$6,282,014
In-kind contributions received during FY 2000:	\$897,107

Services Provided

By Community Action Agencies - Statewide



EMPLOYMENT SERVICES

Employment services were provided to 2,085 individuals. These services included job counseling, job placement/development, job training, skills training, senior employment, participation in the Iowa Conservation Corps, and other employment services. 14,344 referral and information contacts were made concerning employment.

EDUCATION SERVICES

Education services were provided to 7,909 individuals. These services included educational counseling, enrollment in Head Start, day care, child development, ABE/GED classes, Head Start literacy classes, self-help classes, and other educational programs. Also included were Child Care Resource and Referrals to 4,271 providers and 6,650 household providers. 56,782 referral and information contacts were made concerning education.

INCOME MANAGEMENT SERVICES

Income maintenance services were provided to 80,980 households. These services included budget counseling, tax and rent rebate, energy assistance (Low-Income Home Energy Assistance Program) and other income management projects. Also included in this category is Weatherization services (2,050 homes were weatherized in fiscal year 2000). 48,197 referral and information contacts were made concerning income management services.

HOUSING SERVICES

Housing services were provided to 6,245 households. These services included loan assistance and home ownership counseling, housing advocacy, home repair, home rehabilitation services, CHORE services, transitional housing, and other housing projects. 28,180 referral and information contacts were made concerning housing services.

NON-FOOD EMERGENCY ASSISTANCE SERVICES

Non-food emergency assistance services were provided to 8,753 households. These services included cash assistance loans, emergency energy programs, crisis intervention and other emergency programs. 105,945 referral and information contacts were made concerning non-food emergency assistance.

PREVENTION OF STARVATION AND MALNUTRITION SERVICES

Prevention of starvation and malnutrition services were provided to 33,173 households. These services included emergency food, gardening, farmers market, nutrition counseling, and other nutrition programs. 76,222 congregate meals were provided to 1,485 individuals and 4,479,608 meals/snacks were provided to individuals in the Child Care/Adult Food Program. WIC served 56,371 individuals and 71,535 information and referral contacts were made concerning the prevention of starvation and malnutrition services.

LINKAGES WITH OTHER PROGRAMS

Linkages with other program services were provided to 7,422 individuals. These services included transportation, senior activities, summer youth recreation programs, I-Card programs, neighborhood and community development projects and other linkages. 135,964 information and referral contacts were made concerning linkages with other programs.

SELF-SUFFICIENCY DEVELOPMENT SERVICES

Intensive self-sufficiency development services were provided to a total of 1,997 families made up of 6,360 individuals. A total of 1,680 households exited the program during the year. These figures represent all families enrolled in both the Family Development and Self-Sufficiency (FaDSS) program as well as self-sufficiency programs funded by the Community Services Block Grant administered by Iowa's eighteen Community Action Agencies. The figures do not include FaDSS program figures administered by non-Community Action Agencies.

HEALTH SERVICES

Health services were provided to 19,064 individuals. These services included the Maternal Child Health program, immunization programs, family planning services, drug and alcohol programs, rehabilitation treatments and support, dental screenings, lead screenings, prescription medications, and other health programs. 27,757 referral and information contacts were made concerning health services.

VOLUNTEER SERVICES

A total of 14,314 individuals offered their services as volunteers to Iowa's Community Action Agencies during fiscal year 2000. Without the services of these caring individuals, many of the services offered by the Community Action Agencies would not be possible. These individuals performed 371,442 hours of volunteer services for a total dollar value of \$4,695,927. We all thank them for their services and for taking the time to care about Iowa's low-income population.



Characteristics

of persons served during fiscal year 2000



TOTAL NUMBER OF INDIVIDUALS SERVED

Individuals 238,991

TOTAL NUMBER OF FAMILIES SERVED

Households 96,239

GENDER (Individuals)

Female	134,257	56.18%
Male	103,746	43.41%
Unknown/Not Reported	988	0.41%

ETHNICITY (Individuals)

White	185,742	77.72%
African American	31,568	13.21%
Hispanic	13,358	5.59%
Native American/Alaskan	1,589	0.66%
Asian/Pacific Islander	2,143	0.90%
Other	3,011	1.26%
Unknown/Not Reported	1,580	0.66%

AGE (Individuals)

0 - 3 Years of Age	32,729	13.69%
4 - 5 Years of Age	13,337	5.58%
6 - 11 Years of Age	33,794	14.14%
12 - 17 Years of Age	24,859	10.40%
18 - 23 Years of Age	19,806	8.29%
24 - 34 Years of Age	34,660	14.50%
35 - 44 Years of Age	28,300	11.84%
45 - 54 Years of Age	14,433	6.04%
55 - 69 Years of Age	15,134	6.33%
70 + Years of Age	21,426	8.97%
Unknown/Not Reported	513	0.21%

LEVEL OF FAMILY INCOME (Households)

At or below 75% of Poverty	39,673	41.22%
Over 75% - 100% of Poverty	20,206	21.00%
Over 100% - 125% of Poverty	17,302	17.98%
Over 125% - 150% of Poverty	12,335	12.82%
Over 150% of Poverty	6,723	6.99%
Unknown/Not Reported	0	0.00%

HOUSEHOLD TYPE (Households)

Single Parent/Female	23,561	24.48%
Single Parent/Male	1,614	1.68%
Two Parents with child/children	23,023	23.92%
Single Person	33,090	34.38%
Two Adults with no children	10,369	10.77%
Other	1,481	1.54%
Unknown/Not Reported	3,101	3.22%



FAMILY SIZE (Households)

One person in household	34,157	35.49%
Two persons in household	20,509	21.31%
Three persons in household	15,901	16.52%
Four persons in household	12,877	13.38%
Five persons in household	7,646	7.94%
Six persons in household	3,302	3.43%
Seven persons in household	1,124	1.17%
Eight or more persons in household	714	0.74%
Unknown/Not Reported	9	0.01%

HOUSING (Households)

Family rents house/apartment	52,510	54.56%
Family owns or is buying home	37,712	39.19%
Family is homeless	1,118	1.16%
Other	1,998	2.08%
Unknown/Not Reported	2,901	3.01%

SOURCE OF FAMILY INCOME (Households)

(Numbers are not necessarily unduplicated)

Family income from employment & other sources	12,815
Family income from employment only	30,375
Family has no income or unreliable income	5,164
Family receives FIP/ADC/TANF	11,491
Family receives SSI	14,929
Family receives Social Security	32,706
Family receives pension	4,560
Family receives unemployment insurance	2,034
Family receives general assistance	365
Family receives food stamps	29,101
Family receives income from other sources	3,757
Unduplicated # of families reporting Income source	91,075

OTHER CHARACTERISTICS OF FAMILIES

(Numbers are not necessarily unduplicated)

Family has no health insurance	61,680
A member of the family is disabled	42,956
A veteran is a member of the household	6,034
Family is engaged in farming	1,480
Family is engaged in migrant farming	95
Family is engaged as seasonal farmers	90

Funding



FUNDING SOURCES FOR FISCAL YEAR 2000

FEDERAL FUNDS RECEIVED

U.S. Dept. of Agriculture	\$9,737,967
U.S. Dept. of Energy2,922,265
U.S. Dept. of Health & Human Services69,096,100
U.S. Dept. of Housing & Urban Development1,993,303
U.S. Dept. of Labor2,650,157
U.S. Dept. of Transportation501,109
Other Federal Funds257,129
SUB TOTAL\$87,158,030

STATE FUNDS RECEIVED

Dept. of Education	\$3,430,179
Dept. of Public Health252,143
Dept. of Human Services3,116,651
Dept. of Transportation396,248
Other State Agencies2,453,784
Dept. of Economic Development375,405
Dept. of Elder Affairs102,248
SUB TOTAL\$10,126,658

PUBLIC/LOCAL FUNDS RECEIVED

Counties\$976,546
Cities299,932
Other Public71,290
SUB TOTAL\$1,347,768

PRIVATE FUNDS RECEIVED

United Fund Drives\$613,066
Foundations50,731
Project Income1,875,327
Donations4,642,698
Other Private Funds545,935
SUB TOTAL\$7,727,757

TOTAL FUNDING RECEIVED **.\$106,360,213**

Commission and Staff

2000 COMMISSION ON COMMUNITY ACTION AGENCIES

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

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You can only control yourself!

Patricia O'Brien
Patricia O'Brien
Patricia O'Brien

are the Pathway to the heart

Smith
Head Start

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Ss Tt Uu
Yy Zz

I hope my name

The Division of Community Action Agencies would like to thank Operation Threshold for their time and effort in the development of this report.

2000 Annual Report

2000

**Iowa Department of Human Rights
Division of Community Action Agencies**

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