



NEW VIEW NETWORK

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The voice of OPERATION: NEW VIEW COMMUNITY ACTION AGENCY
Published Quarterly, Serving the Iowa counties of Dubuque, Delaware & Jackson

HEATING APPLICATIONS BREAKS RECORD

HEATING ASSISTANCE APPLICATIONS BREAKS RECORD

As of April 15th, our agency has taken 5,507 applications for the Low Income Home Energy Assistance Program (LIHEAP). This is the most applications we have ever taken in the history of the LIHEAP Program. The previous record was 5,315 set last year.

To date, 5,189 applications have been approved for assistance totaling \$3,027,610.



WINTER UTILITY SHUTOFF MORATORIUM ENDED APRIL 1ST

The winter heating shutoff moratorium ended on April 1st. The moratorium protects customers

certified as eligible for LIHEAP (Low-Income Home Energy Assistance Program) from shutoff of utilities during the winter months. As the moratorium ends, many households will be facing utility shutoffs and applying for emergency assistance funds from non-LIHEAP sources.

A key source of funding to assist households with shutoffs is our agency's Keep Our Neighbors Warm Fund.



KEEP OUR NEIGHBORS WARM FUND NEEDS SUPPORT

Our agency's "Keep Our Neighbor Warm Fund" continues to accept donations and grow in its ability to supplement heating assistance funds for low-income families to pay down high winter heating bills. This much-needed funding has been generously provided by individuals, organizations, businesses and special projects.

Iowa's winter heating shutoff moratorium ended on April 1st. After that date, households are no longer protected from utility shutoffs if they have past due accounts for natural gas or electric. We

are now seeing utility shutoffs for the numerous households that have not been able to keep up with their high winter heating bills. The "Keep Our Neighbors Warm Fund" donations are being used to assist low-income families to keep their gas and electric on.

The "Keep Our Neighbors Warm Fund" was established by the Board of Directors of Operation: New View Community Action Agency in 2005 in response to drastic increases that year in heating costs, high energy bills and flat funding by the federal government. Donations may be sent to any of our agency's offices in Dubuque, Delaware and Jackson counties. Be sure to write "Keep Our Neighbors Warm" on the memo portion of your checks. All donations are truly needed and greatly appreciated.



NEW MEMBERS JOIN AGENCY BOARD OF DIRECTORS

At their meeting in March, the Board of Directors of Operation: New View Community Action Agency welcomed and seated four new board members.

Ruth Tibbott of Greeley will represent the Delaware County Ministerial Association in the private sector. Ruth is the Pastor of Greeley United Methodist Church.

Robin Kinney of Manchester will represent the Head Start Policy Council in the low-income sector. Robin was recently elected as Vice-Chair of the Head Start Policy Council.

Rick Till of Dubuque will represent the Dubuque City Manager in the public sector. Rick is the Assistant Budget Director for the City of Dubuque.

Andy Wilberding of Dubuque will represent the Dubuque Area Chamber of Commerce in the private sector. Andy is the Director of Finance for A.Y. McDonald Manufacturing Company.

We welcome our new board members to the New View Family and thank them for their willingness to serve.



KWIK KARE PROGRAM DONATIONS TO HEAD START

During the month of January, the Kwik Kare Program, sponsored by Queen B Radio (Super Hits 106) and Kwik Stop stores in the Dubuque area designated all contributions they received to the Head Start Program. Along with radio advertising, there were donation canisters located at the 8 Kwik Stops and Dairy Queen's in the Dubuque area.

Through this program, a total of \$862.55 was contributed to benefit the Head Start Program. Our thanks to the Kwik Kare program for this generous support.



EASTER BUNNY MADE STOP AT NEW VIEW!



Operation: New View Head Start Program received 295 Easter baskets from the Easter Bunny for distribution to all our Head Start kids! The Easter Bunny (better known as Chuck & Jo's) was very generous in this donation to our Head Start Program.

Each child in our program received a basket filled with goodies!

Chuck & Jo's, 890 Iowa in Dubuque donated 'baskets of love' to a number of organizations in the tri-state area and our Head Start program was one of them. We thank them for this generous donation to our 'kids' and our program!



MAQUOKETA AREA COMMUNITY FOUNDATION DONATES TO AGENCY

Operation: New View Community Action Agency has received a \$1,000 grant from the Maquoketa Area Community Foundation. The agency was recognized for helping our low-income and elderly citizens with assistance with utility bills and other family emergencies.

We thank the Maquoketa Area Community Foundation for thinking of the agency as a recipient of this donation. THANK YOU!!



DELAWARE COUNTY FOUNDATION FUNDS HEAD START IMPROVEMENT

The Foundation for the Future of Delaware County has awarded a grant of \$2,770 to our agency's Head Start Program. These funds will be used to replace the furnace at the Manchester I (one) Head Start Center. Our heartfelt thanks go to the Foundation for providing this much-needed improvement on behalf of our Head Start children and families.

FINANCIAL LITERACY WORKSHOPS

Money Woes Getting You Down?

April is financial literacy month! Operation: New View Community Action Agency, along with Health Services Credit Union (HSCU) and Alliant Credit Union (ACU) will be offering *free* financial education classes to the community. These classes are divided into four sessions based on the *Four Cornerstones of Financial Literacy*. The first session will start during Money Smart Week, on Monday, April 19, 2010. The classes will be held at the Holiday Inn, 450 Main Street in Dubuque. In the Capital Room. All classes run 5:30 - 7:00 p.m. The description and date for each session is listed below:



Monday, April 19, 2010

- Budgeting to Create Savings

Monday, April 26, 2010

- Building a Good Credit Rating

Monday, May 3, 2010

- Debt Reduction and Asset Building

Monday, May 10, 2010

- Consumer Protection and Financial Institutions

We encourage individuals to attend all sessions for information on getting your financial situation on track. Please RSVP your attendance for the first class by Thursday, April 15, 2010 to bjenkins@operationnewview.org.

"An individual has not started living until he can rise above the narrow confines of his individualistic concerns to the broader concerns of all humanity."

— Martin Luther King, Jr.

**WEATHERIZATION CHALLENGE
FEATURED IN NATIONAL
PUBLICATION**

The 2009 Dubuque Weatherization Challenge was recently featured in the 2009 Fourth Quarter Issue of the National Energy Assistance Report published by the Washington based National Fuel Funds Network (NFFN).

The article recapped the third year of this successful event in which over 600 volunteers weatherized 123 homes and installed 290 smoke detectors on Saturday, October 24, 2009. It also included photos of the volunteers in action. The event targeted elderly, disabled, and low-income households in the Dubuque area.



**LOCAL COALITION PROVIDES
EITC AND TAX ASSISTANCE**

During the past income tax filing season, Operation: New View Community Action Agency again served as the lead agency in a coalition of local organizations to promote the federal Earned Income Tax Credit (EITC) and free tax filing services. The EITC Outreach Task Force included numerous partner organizations.



In addition to promoting the EITC to low-income working families, the task force was instrumental in providing free tax preparation sites in Dubuque.

Our agency would like to express our sincere thanks to all of the individuals and organizations who contributed to the success of this project.

EARLY CHILDHOOD PROGRAMS

Spring is finally here and after such a long winter, we are ready for the change.



In January we began recruitment efforts for fall. We have been putting out Public Service Announcements; running articles in local newspapers;

talking to community partner's; handing out brochures at community events; talking to parents, etc. If you know of families that have children that will be 3 or 4 years old on our before September 15th and may qualify for our program, please tell them about Head Start. If children are not eligible for our program, we can refer them on to Child Care Resources & Referral for a preschool scholarship.

Our centers have been busy over the last five months making up days lost to inclement weather. While it has taken a lot of effort and perseverance in holding extra class days, we are on track to finish the school year on time. Most, if not all, of our classes will be done on May 21st.

We have just completed updates to three of our centers' playgrounds. ARRA stimulus funding allowed us to put in playground equipment in Epworth, Manchester 1, and Maquoketa. All that we have left to do now is some landscaping and we will be done with that particular project.



At our Manchester I Head Start Center, we have a storage shed to put in and that will be done in the near future. We were very fortunate to be awarded \$2,770 by the Foundation for the Future of Delaware County for a new furnace at the Manchester I center. The furnace at that site is over 40 years old and, although, there were no problems this winter it was just a matter of time. We are very grateful for this award and cannot thank the Foundation enough.



A big thank you to Kwik Kares for their generous donation of \$872. The donation will go toward materials for our school to home activity bags. The purpose of these bags is to extend the individual activities we do with each child in the center to home. The activities bags promote children's fine motor skills, number and letter recognition, name recognition, math and science awareness, pre-reading skills and so on. Many activities we do use items found in the home. However, we still need supplies like crayons, markers, pencils, paper, scissors, file folders, counters, books, simple puzzles, sentence strips, and so on. While we buy these materials for our classrooms, sending additional materials home strains our budget, considerably. We are very appreciative to both organizations for their generosity.

One more thank you goes out to Chuck n' Jo's restaurant located at 890 Iowa Street in Dubuque. On March 31st Chuck n' Jo and their helpers, delivered 295 "Baskets of Love" to our office. It was quite a sight! All the children in our tri-county Head Start centers received a basket. They were a big hit as you can imagine.



As we get closer to the end of the school year, many classes will be taking field trips to local parks and museums. All of the centers will be holding end of the year celebrations. The last day of class is always difficult because staff become very close to the children and families. Some children will be returning, but others will be heading on to kindergarten. What ever the case may be, we wish the children and families the very best. We are proud of have had the opportunity to serve them.

May all of you have a safe and happy spring and summer. Enjoy mowing those yards!!

Peggy Hanniford
Early Childhood Programs Director

ENERGY ASSISTANCE (LIHEAP)



With only a few weeks remaining for low-income households to apply for the Low Income Home Energy Assistance Program, we are again seeing record numbers of applicants. Through April 9th, we have already surpassed last years' record of 5,315. (Last year applications were taken until the end of May.) The last day to apply this year is April 30.

Application summary (Through April 9):

	Applications	
	<u>Taken/Approved</u>	<u>Awards Total</u>
Dubuque Co.	3,564/3,349	\$1,914,985.00
Jackson Co.	1,093/1,049	\$ 634,060.00
Delaware Co.	826/774	\$ 469,710.00
AGENCY TOTALS	5,483/5,172	\$3,018,755.00

The end of March brought the end of the Winter Moratorium. The moratorium is Iowa law that provides clients, who are eligible for the Energy Assistance Program, from disconnection of service from their electric or natural gas supply from November 1st through April 1st. Now that the winter moratorium is over many Iowa households face disconnection of service this time of year after experiencing high electric and natural gas bills through out the winter.

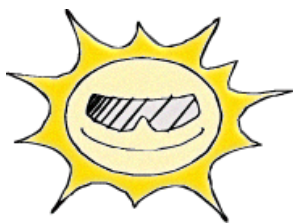
Households who receive a notice of disconnection should do the following:

- Never ignore a disconnect notice, you can and will be disconnected if the past due bill is not taken care of.
- Contact the utility involved immediately to see what options are available. A repayment agreement is one option which consist of

paying your current bill along with paying the past due amount in equal amounts spread out over a period of time, usually one year.

- Contact your local community action agency. They can help by contacting the utility on your behalf and negotiate a repayment agreement and possible help with crisis or utility contribution funds to help buy down your arrearage.

Energy Saving Tips From Mary B.



With spring arriving, the sun is typically 3 times stronger now than it was in December, make sure to open drapes and curtains in the morning to let the sun shine through windows.

Jim O'Toole

LIHEAP Program Manager

WEATHERIZATION

Time for air conditioning – check the condenser for debris, such as leaves, grass, and rodent nests. Clean the coils by spraying from the inside out. Clean or replace furnace filters. This should be done every 30 to 60 days.

Try out your air conditioner early for operation, before it gets really hot outside. It may be time for a service man to check it over. They have a checklist of things to check to assure it will operate when its needed.

Mike Strader

Weatherization Program Manager

JACKSON COUNTY OUTREACH

Jackson County Outreach office staff assisted 157 households with the application process for the regular fuel assistance program. Applications for

that program will continue to be taken until April 30, 2010. Along with the fuel applications, staff providing budget counseling for 169 households, due to obtaining needed fuel deliveries and payment arrangements.

The outreach office is gearing up for the Head Start application process and looking for children three and four years of age for the upcoming 2010-2011 Head Start school year this coming fall. Anyone knowing of a child should contact our office to set up an appointment to do an application. The program is free to qualifying households. There are two centers located in Maquoekta and one in Preston.



In-kind for the months totaled \$5,023.20, including hours of time donated by volunteers; along with other donated items.

Information concerning our agency programs and other agency programs was made available for client use in 1,333 instances. Advocacy services ere provided for 45 households with either other agencies, utility providers or fuel vendors,.

96 households were assisted with nutritional items, 15 households were provided with needed clothing items and 56 households were assisted with hygiene products. 7 referrals were made for GED classes.

Emilie Daniels

Jackson County Outreach Center Coordinator



DELAWARE COUNTY OUTREACH



The month of April brings thoughts of spring and taxes. To quote Benjamin Franklin, "But in the world nothing can be said to be certain except death and taxes." If he lived in these times, he would add computer problems as another certainty of life."

Today when I went to write my news, the file, "would not open." That means I could not find the place where I keep my "New View News" writings, and the reason? "Because a dialog box is open." Now what the heck does that mean?

So my blood pressure escalated while I tried to figure that out. Quickly I decided to change my approach.

I chose to breathe deeply, hum my mantra, and calm down. Each day is a new beginning, so today this writing is my new beginning for a new file for "New View News," very appropriate for springtime.

The birds are chirping and the temperature is a pleasant 63°. It is partly cloudy, or partly sunny whichever way you see it. To me, it is the perfect day, a day to get a lot done. And there is a lot to be done.



With the extension of LIHEAP (Low Income Home Energy Assistance Program) to the end of April, we are still working on fuel applications. We are also dealing with utility shut offs and other emergencies as they arise. Black Hills Care and Alliant Hometown Funds are available for emergency use. Funds donated to Black Hills are matched so that doubles the money we have to use to help people.

We have had contact with 300 families since January 1st of this year either by phone or in person. Some of these people had disconnect notices, but there were other things that put people in contact with us.

We have talked with 37 Head Start families and done approximately 20 applications. Pre-school scholarship applications are also completed with every Head Start application. So there is plenty to do with families with small children.

Emergency/Crisis Childcare also helps working families with young children. It helps pay for childcare so people can obtain or maintain employment or if they have a crisis where childcare is needed. The good news in that we have helped a lot of people with this program; the bad news is that we have spent all the funds available at this time.



I am in the process of writing a request for funds proposal now, and hope to have funds for our county by July. These funds come to Operation: New View Community Action Agency through BDF Empowerment.

As I said before there is a lot to be done. Since the beginning of the year we have approved 156 LIHEAP applications in Delaware County. We have worked on another 38 applications for fuel and continue to try to help people with payment problems. We have also done budget counseling, crisis applications for deliverable fuel, and advocated with vendors or agencies for 107 families. We had 54 families access the food pantry and 22 families have utilized the hygiene program. We have given information and made referrals for 54 households and the list goes on and on. These things reflect what April, May and June will be like. Although fuel applications are finished at the end of April we will continue with the other efforts.

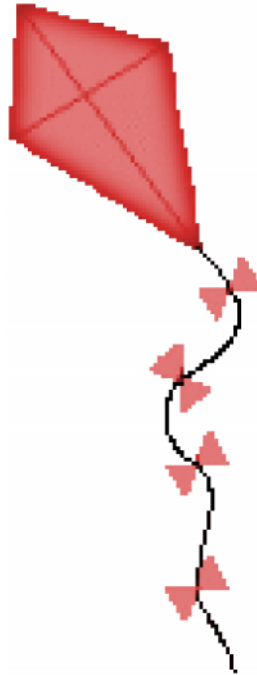
And there is another inevitability of life. There are always people who can use a little help. Operation: New View is here to help them. They are grateful for the assistance and we are very grateful for the people that help us to help others.

Sheila Freiburger

Delaware County Outreach Center Coordinator

DUBUQUE COUNTY OUTREACH

Spring is finally here! What a winter!! However, when watching the weather this morning, I noticed the Colorado Rockies are expecting 1 to 2 feet of snow!! Oh please, stay out there in the mountains!!!



Dubuque County Outreach Staff have been extremely busy with fuel applications. They are still taking applications until April 30th and have been busy with disconnects and working on payment agreements for our clients. Along with the fuel applications staff is busy doing advocacy for our clients. We have requests for assistance with rent, water bills, medical assistance, phone bills, car repairs, hygiene products and many other items to numerous to mention. Dubuque County Outreach Staff, like all our other outreach centers, face these same requests on a daily basis. It never seems to stop. There is a huge need in our communities of just about everything you can think of. All our outreach staff are very grateful for the donations received in our offices. Our staff take all this in stride and get it done!! They do a great job!!

The Dubuque County Outreach Staff, and the agency as a whole, wish to express our deepest sympathy to Donna Sindahl (our central office receptionist) on the death of her husband, John. Our thoughts and prayers are with Donna and her family during this most difficult time.

Our wish to all is for a happy and healthy spring. Get outside and enjoy the weather!

Joy Davis
Administrative Assistant/H.R. Director
reporting for Dubuque County Outreach

THE 2010 CENSUS IMPORTANT TO US ALL

In order to achieve an accurate assessment of the number and location of the people living within the nation's borders, the U.S. Constitution mandates a census of the population every 10 years. The census population totals determine which states gain or lose representation in Congress.

It also determines the amount of state and federal funding communities receive over the course of the next decade. 2010 Census data will directly affect how more than \$400 billion is allocated to local, state and tribal governments over the next 10 years. In order for the funding location to be accomplished fairly and accurately, the goal of the decennial census is to count everybody, count them only once, and count them in the right place. The facts gathered in the census also help shape decisions for the rest of the decade about our public health, neighborhood improvements, transportation, education, senior services and much more, right here locally. For more information, visit www.census.gov.

You have likely received your 2010 Census Form. One of the shortest census forms in history, the 2010 Census form asks 10 questions and takes about 10 minutes to complete. It's easy, important and safe, and your participation is vital. By law, the U.S. Census Bureau cannot share an individual's personal information with anyone, including other federal agencies and law enforcement entities. Please complete and mail back your form and encourage your family, friends and neighbors to do the same. For more information visit www.census.gov.

