

NEW VIEW NETWORK

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The Voice of OPERATION: NEW VIEW COMMUNITY ACTION AGENCY
www.operationnewview.org

April May, June 2012

KWIK KARE & BLACK HILLS ENERGY SUPPORTS "KEEP OUR NEIGHBORS WARM"



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

Through this program, a total of \$620.00 was contributed. These funds will be matched by the Black Hills Cares Program which means a total of \$1,240.00 will come back to our agency to help households with heating assistance. Our thanks to the Kwik Kare Program and Black Hills Energy for this generous support.



**The happiest people
don't have the best of everything . . .
They make the best of everything they have!**

EMBRACE IOWA PROGRAM MEETS LOCAL NEEDS

During the Christmas Season each year, the Des Moines Register conducts its annual Embrace Iowa Program. Donations received by the program are equally divided among Iowa's 18 Community Action Agencies to use in meeting emergency needs in all 99 counties of the state.

The Embrace Iowa Program provided \$9,889 to our agency during this past Christmas season to provide emergency assistance to households in Dubuque, Delaware and Jackson counties. During the past 12 years, the program has provided \$112,126 in donations to our agency. Our sincere thanks to the Des Moines Register for their generous sponsorship of this important program.



RETIREMENT RECEPTION HELD FOR RON WARTICK

Ronald L. Wartick, our very capable Fiscal Officer retired from service to our agency on March 30, 2012. Ron joined the agency staff on October 3, 1988 and has served in the Fiscal Officer position for the past 23½ years. We will all certainly miss Ron and his expertise.

A retirement reception was held for Ron on March 30 thanking him for his many years of dedicated service. We wish him the very best for happy and healthy retirement years ahead. Thanks Ron!!!



BECKY JENKINS APPOINTED AS FISCAL OFFICER



Becky Jenkins has been promoted to serve as Fiscal Officer of our agency effective April 2, 2012. In her new position, she will manage all financials, accounting, grant reporting and information technology operations of the agency. She holds Bachelor of Arts degrees in accounting and business administration from the University of Dubuque.

Becky joined our agency in August 2009 serving as Special Projects Coordinator. She has coordinated the agency's Volunteer Income Tax Assistance (VITA) sites as well as promotion and outreach activities for the federal Earned Income Tax Credit (EITC). She also coordinated the agency's financial literacy initiatives and developed community partnerships to conduct classes in the Four Cornerstones of Financial Literacy as well as leading the agency's Poverty Simulations in the community.

Becky is a member of the board of directors of Alliant Credit Union and serves on the advisory council of Iowa Legal Aid. She serves as the alumni advisory of the Future Young Professionals College Chapter at the University of Dubuque. She is



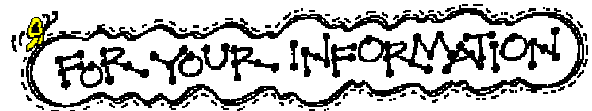
active in the Big Brothers and Big Sisters organization and as a VITA volunteer.

Please welcome Becky to her new responsibilities.



HEAD START

Although we are in the first part of April the days are going by fast! Before we know it, it will be the end of another school year for our Head Start children. May 18th is the last day of classes, unless centers have make-up days. Make-up days will occur the week of May 21st.



Recruitment efforts are in full gear. We are contacting families of children who will be returning to our program to fill out a new application as well as taking new applications. If you know of anyone that may have children that would be eligible for our program, **now is the time to apply!** All families have to do is contact one of our outreach offices and make an appointment. At that time, outreach workers will let the family know what documents they will need to bring with them.

On April 27th we will be holding Dental Day in the City of Dubuque. All children will be seen by a dentist and given an exam. A fluoride varnish treatment will also be given. For those children that will be entering kindergarten this exam will meet the school's requirement. We have already had Dental Days in Jackson and Delaware county and they were very successful. Our Head Start Program cannot thank VNA dental hygienist and the area dentist enough for doing this for our children. It is so very much appreciated!



During the last part of April and the first part of May many of the centers will be going on field trips to the River Museum. These field trips would not be possible except for a special program that the museum has that allows the children and families we serve to get in free. We know that it will be something that the children will remember for a long time. We, also, hope that families will continue to take their children there long after they have left Head Start.

I would like to take just a moment to say thank you to Jo's Baskets of Love drive for the donation of 284 Easter Baskets to our program. The children were very happy to get them and I hear thank-you notes and pictures have already been sent to Jo.



We wish all of our readers a beautiful spring and summer. Stay safe!

Peggy Hanniford

Early Childhood Programs Director



SPECIAL PROJECTS

Tax season is finally coming to an end. Individuals have until Tuesday, April 17th to file their federal income taxes and lowans have until Monday, April 30th to file. Operation: New View Community Action Agency hosted a VITA (Volunteer Income Tax Assistance) site for the second year. From January through March 31st, a total of 21 volunteers have donated over 311 hours! A special thanks to all of our VITA volunteers who helped us reach the following statistics:

- 214 returned filed
- 100 of those returns claimed EITC
- \$384,025 in federal refunds
- \$165,242 of those refunds were EITC
- \$36,316 in state refunds

- \$11,051 of the state refunds were EITC

We facilitated six poverty simulations the past few months with 411 participants. A total of 93 volunteers donated over 245 hours during the simulations. Thanks to all of the volunteers who helped make these simulations possible. If anyone is interested in hosting a simulation let me know.

Again, I want to thank all of the wonderful volunteers who helped make these special projects possible. If you have any questions or are interested in volunteering please contact me at bjenkins@operationnewview.org or 563.556.5130.

Becky Jenkins

Special Projects Coordinator



DUBUQUE COUNTY OUTREACH

Dubuque County Outreach staff will continue to take fuel assistance applications until April 30, 2012. Staff have been busy with disconnects and working on payment agreements for our clients. Now that spring has sprung staff will focus on Head Start applications for the coming school year. Outreach staff has had requests for assistance with rent, water bills, medical assistance, phone bills, car repairs, hygiene products and many other requests.



We want to thank Jo & Chuck and Jo's for the Easter baskets that were delivered to Operation: New View Community Action Agency.

She really made some children and families very happy!

We also want to thank the Head Start Program for the donation of three cabinets for our hygiene products.

We are finally organized. Please stop by and visit our hygiene area in the garage.

Outreach staff made 368 referrals to the food pantry in the months of January, February and March. 57 households were assisted with Catholic Charities, client advocacy done with 219 households, assistance with budget counseling to 37 families, and 11 families received aid from our emergency assistance fund. That's a lot of households!!!



Staff will be attending ICAA (Iowa Community Action Association) Conference on June 26 through June 28 at the Airport Holiday Inn & Conference Center in Des Moines.

Mary Billmeyer

Community Services and LIHEAP Program Assistant



DELAWARE COUNTY OUTREACH

We had spring start in March and now going into April there is a chill in the air reminiscent of fall. There are many indications of spring so we expect the cold spell should be over soon. Not only the budding of the trees and the tulips blooming, but for Operation: New View Community Action Agency the first sign of spring is the discussion of the Head Start applications for next year.



We have been getting requests for Head Start applications for the 2012-2013 school year since the beginning of March. We now have the new applications and have taken seven already. We have appointments set for five more. Conscientious

families get the applications done early. But many procrastinate with the Head Start applications just like they do with other things.



Procrastination often leads to the threat of utility shut-offs. We are dealing with utility shut offs and other emergencies as they arise. LIHEAP (Low-Income Home Energy Assistance Program) applications are being taken till the end of April, so we are still working fuel applications and sometimes LIHEAP can help in a shut-off situation when a family has not yet applied.

We also utilize donated funds to our agency as well as funds from Alliant and Black Hills. Otherwise we have a rely on other resources for assistance with the threat of shut-offs. We have a good system of collaboration with Delaware County Community Services and General Assistance and Veterans Affairs. These people work well with us to provide assistance to the people in need. The rising costs in our economy put pressure on families. An essential service where costs continue to increase is childcare. An essential service where costs continue to increase is childcare. But we can help with that.

The Emergency/Crisis Childcare helps families with childcare. It helps pay for childcare so people can obtain or maintain employment, go to school, or if they have a crisis where childcare is needed. We have helped a lot of families with this program. I have just finished my 3rd quarter report for Emergency/Crisis Childcare and it is already time to request funding for next year. I am in the process of writing a request for funds proposal now and hope to have funds approved for our county by July. Building Directions for Families Empowerment is the resource for these funds We are always looking for sources that we can utilize and sometimes a resource just appears.



The Small Miracle Fund is one such resource. Initially the funds came to us through an anonymous benefactor. Now the money is distributed by the Small Miracle Fund. So once again I am writing that request for funding. The money goes to pay for pool passes for families who otherwise might not be able to afford them. Last year we purchased passes in Hopkinton, Earlville, and Manchester. We are hoping to do the same this year. The calls are coming in for pool passes as well as other things.



Operation: New View Community Action Agency has been the place to call for food in Delaware County for the last 7 years. Food Bank for more. The rules for accessing the pantry were simple, requests were granted as needed but limited to receiving food once

every three months. The Delaware County Food Bank is now changing their policy to permit people to get food once a month. The food pantry board decided to do this to better serve people in our county. We expect calls to increase for the food pantry.

Our office gets calls for many things. We are called for help in emergencies, help in finding housing and housing assistance, getting the number for DHS, directing people to the appropriate agency for their need and the list goes on. But our mail call is to help people help themselves. That is what we try to do!

Sheila Freiburger

Delaware County Outreach Center Coordinator



JACKSON COUNTY OUTREACH

Jackson County office staff assisted 134 households with the application process for the regular fuel assistance program. Applications for that program will continue to be taken until April 30, 2012. Along with the fuel applications staff provided budget counseling for 122 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 2012-2013 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 Maquoketa and one in Preston.



In-kind for the months of January, February and March totaled \$4,449.50, including hours of time donated by volunteers; along with other donated items.

Information concerning our agency programs, as well as other human service agency programs was made available for client use in 995 instances. Advocacy services were provided for 70 households with either other agencies, utility providers or fuel vendors.

88 households were assisted with nutritional items, 4 households were provided with needed clothing items and 33 households were assisted with hygiene products. Two referrals were made for GED classes.

Emilie Daniels

Jackson County Outreach Center Coordinator



WEATHERIZATION

The Healthy Homes Program addresses multiple health and safety issues in the home. The program takes a comprehensive approach to these activities by focusing on housing-related hazards in a coordinated fashion, rather than addressing a single hazard at a time. The Healthy Homes Program builds upon successful lead control programs to expand its efforts to address a variety of environmental health and safety concerns including: mold, lead, allergens,

asthma, carbon monoxide, home safety, pesticides, and radon.



On Friday, April 13, the City of Dubuque Green & Healthy Homes and Operation: New View Community Action Agency extended an invitation to Mr. Bill Brand, Iowa Department of Human Rights and Mr. Ben Banawitz, Iowa Department of Weatherization, to present the collaborated efforts accomplished to date on this project. Starting the day off, city staff explained the Green & Healthy Homes Program and showed a video. After reviewing the video the group embarked on a trolley tour of the Washington Neighborhood and homes that have been completed by Green & Healthy Homes. After the tour the group ended their session with questions and answers over lunch at our agency central office. We wish to thank Bill and Ben for coming and all their input into this program.

Mike Strader

Weatherization Program Manager



ENERGY ASSISTANCE

With only a few weeks remaining to apply for the Low Income Home Energy Assistance Program, we are seeing application numbers down from past years. With record warm temperatures this past winter, it proves that the program is there for people when they need it. Applications will be taken until April 30th. The following is a breakdown of the application numbers through the end of March:

	Taken	Approved	Amt. Awarded
Delaware Co.	690	643	\$ 270,181.00
Jackson Co.	955	90	\$ 377,306.00
Dubuque Co.	3,097	2,880	\$1,127,346.00
Agency Totals	4,742	4,428	\$1,744,833.00

At the end of March, we were down 425 applications from the same time last year.

This past month, our agency made a Supplemental Energy Assistance payment for all YTD approved applications. A total of \$456,744.00 was paid out for 3,664 households. These extra funds were provided through additional federal funds that were released.

With high winter heating costs, many low income households get behind in their heating bills during the winter, and the fact that federal energy assistance



April 1st brought an end to the end of Iowa's moratorium law that protects approved Energy Assistance applicants from being disconnected from November 1st until April 1st. The law is in place to make sure low income households stay out of harms way

during the frigid winter months.

With high winter heating costs many low income households get behind in their heating bills during the winter, and the fact that federal energy assistance funding being cut, those in need could use some extra help with additional funds. That's where utility contribution funds can help those in need. State of Iowa law mandates that utilities set up ways to collect donations from customers. Also, utilities sometime match donations. Investor owned, rural electric cooperatives, and municipals all collect funds to be distributed to community action agencies across the state. These extra funds help the supplement federal funds.

Jim O'Toole

LIHEAP & Community Services Program Manager



CACFP (Child and Adult Care Food Program)

USDA has issued a memo to provide guidance regarding the use of census data for area eligibility determinations in the Child and Adult Care Food Program. We are now able to use 2010 Census Data to determine child development homes that are Tier I eligible for reimbursement. These homes are now Tier I eligible for 5 years instead of 10 years. All current Tier I homes who were eligible by the 2000 census must be reclassified by September 30, 2012 using the new CACFP Mapper by Fairdata. This new application for determination by census is much easier to use because the eligible areas are green and everything else is pink. It also prints "yes" or "no" to tell you if an address is in a Tier I area.

It appears that there are more areas that are green, meaning they are Tier I eligible than before the 2010 census. We had 3-4 providers that were changed to Tier I status. As you can imagine they were pleased that they now receive almost two times as much reimbursement as before. One provider has been on CACFP since 1985. In 1997 her reimbursement check was cut in half due to the program changing to Tier I and Tier II levels. She is one of the providers whose Tier eligibility was changed from Tier II to Tier I so she is happy to see that it is close to what it was in the late 80's and early 90's. It is certainly true that nothing endures but change!



Carla Harder
CACFP Program Coordinator

Spring

SENIOR SERVICES AMERICA, INC.

Operation: New View Community Action Agency recently applied for a grant with Senior Service America, Inc. The organization supports research and demonstration projects related to low-income older adults.

This program will provide employment for individuals over the age of 55 with a family income of 125% or less of federal poverty guidelines (less than \$14k for family of one). The program will recruit and select eligible participants for enrollment in SCSEP; identify and select appropriate host agencies to provide community service assignments to participants, including supervision and informal or formal on-the-job training, prepare participants for unsubsidized employment (where appropriate) and promote their retention; provide supportive services (directly or indirectly) to participants; and build linkages and partnerships with local employers, public workforce providers, and the aging service workforce.



The situation for some older workers is dire. The average annual unemployment rate of workers 55-74 years old rose steadily in the last few years, from just 3.1 percent in 2007 to seven percent in 2011. Although this is the highest unemployment rate for this cohort since the end of World War II, it masks the real hardship occurring at the bottom of the income ladder.

These older Americans don't want employment simply to pass the time – they need it to support themselves. A recent survey of senior workers found that 68% were still working because their retirement income was not enough to live on. Nearly half were worried they would lose their home or apartment, and 46% reported being forced to choose between paying rent, buying groceries, or purchasing medication.