



NEW VIEW NETWORK

Operation New View Community Action Agency

April, May, June 2013

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The Voice of OPERATION: NEW VIEW COMMUNITY ACTION AGENCY
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DONATION TO ASSIST WITH MEDICAL NEEDS



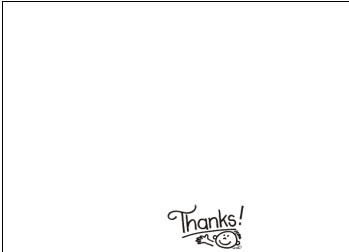
Again this year, our agency has received a \$10,000 donation from the Green Family Foundation to be used to assist local low-income families with emergency medical needs that they cannot afford.

The Green Family members are former Dubuque residents who now live in California. This generous gift was given by the family to serve needs in their former home community. We are very grateful to the Green Family for this thoughtful and much needed donation.

Over the past eight years, the Green's donations have totaled \$94,000 and assisted over 800 local people with medical needs such as dental care, prescription drugs, medical equipment and emergency procedures.

DUBUQUE KIWANIS SUPPORTS KEEP OUR NEIGHBORS WARM

The Dubuque Kiwanis Club recently donated \$1,000 to our agency's "Keep Our Neighbors Warm Fund." They gave this donation through the Black Hills Cares program. This means that Black Hills Energy will match the contribution with \$1,000 making a total gift of \$2,000.



Board member Laura Rousell, representing Black Hills Energy, and Mary Billmeyer of our agency staff attended the Kiwanis meeting on April 8th to accept the check and explain how it will be used to assist people.

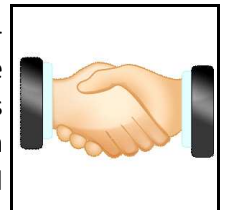
Our thanks to the Kiwanis Club and Black Hills Energy for their wonderful support.

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 the Rainbo Oil Kwik Stop Stores and Dairy Queens in the Dubuque Area, designated all contributions they received to "Keep Our Neighbors Warm Fund." Along with radio advertising, there were donation canisters located at the Kwik Stops and Dairy Queens in the Dubuque Area.

Through this program, a total of \$1,422.31 was contributed. These funds will be matched by the Black Hills Care program which means a total of \$2,844.62 will come back to our agency to help households with heating assistance.

Tom Stovall, Executive Director, attended a meeting of all Kwik Stop Store Managers on February 18th to express our agency's thanks, accept donation check, and explain how the funds will be used. Our thanks to the Kwik Kare Program and Black Hills Cares for their generous support of community needs.



.....
: A friend is someone who understands your past,
: Believes in your future and accepts you today
: The way you are!
:



SEQUESTRATION—WHAT’S HAPPENING?

As you may know, we are currently in a very uncertain time concerning the federal funding which supports our agency programs and the services we deliver. As a result of the Budget Control Act of 2011, and the failure of Congress to determine a budget, all federally funded programs are currently under a “sequestration” order. This simply means that automatic, across-the-board spending cuts are in effect totaling 5.1% or more for the rest of this year which ends September 30, 2013.

How will this effect our agency and our programs? As of right now, we just don’t know! We know there will be cuts, but we don’t know how much, or when, or to what. We are currently waiting for guidance and direction from our funding sources as to just what we need to do.

Until we know differently, it is business as usual. Our agency will keep on serving the people we are here to serve.

Tom Stovall, CCAP
Executive Director

EMBRACE IOWA PROGRAM MEETS LOCAL NEEDS

During the Christmas Season each year, the Des Moines Register conducts it’s annual Embrace Iowa Program. Donations received by the program were 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 \$10,555 to our agency during this past Christmas season to provide emergency assistance to households in Dubuque, Delaware and Jackson counties. During the past 13 years, the program has provided \$122,681 in donations to our agency. Our sincere thanks to the Des Moines Register for their generous sponsorship of this important program.

EASTER BUNNY STOPS AT NEW VIEW!

The Operation: New View Community Action Agency Head Start Program received 270 Easter baskets from the Easter Bunny for distribution to all our Head Start kids!



The Easter Bunny (aka Connie Jo’s) was very generous in this donation the our Head Start program. Each

child in the program received a basket filled with goodies!

Connie Jo’s Restaurant, 890 Iowa St. 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!



*Treat people the way
you want to be
treated.*

*Talk to people the
way you want to be
talked to.*

**RESPECT is
EARNED NOT
GIVEN!**

ANN MURPHY RETIRES

On March 1, 2013, Operation: New View Community Action Agency said good-bye to Ann Murphy. For the past 18 years Ann has been our Administrative Clerk.

Ann began her journey with the agency in 1992 as an AARP worker, so she has actually been with the agency for 21 years.

Ann worked for the majority of the programs the agency administers. She's always been there at the front desk when needed and helped anyone in any way with projects they were working

on. Thank you Ann!

In recognition of her dedicated service Ann received the traditional New View Rocking Chair!



Inscribed on a plaque on the rocking chair is:

With sincere thanks to
ANN MURPHY
for over 18 years of dedicated service to
Operation: New View
Community Action Agency and the people we serve.
1995-2013.

CACFP (Child and Adult Care Food Program)

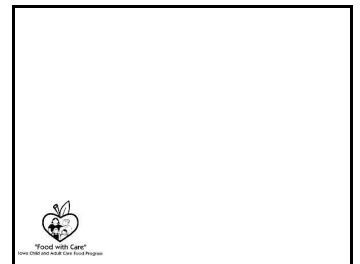
Last quarter I told you about the early years of CACFP. In October of 1975, new child nutrition legislation, Public Law 94-105, expanded the program to include family day care homes and all private or public non-profit day care facilities. This law extended eligibility to all non-profit day care centers, those serving non-needy as well as needy areas. It also opened participation to family and group day care homes, allowing them to join under the sponsorship of a qualifying "institution" or organization.

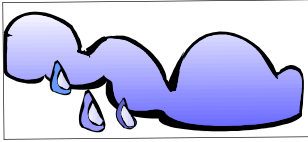
In November of 1978, the CACFP became permanent. Public Law 94-627 modifies the program in these major

areas:

- Permanent authorization was given to the program.
- Cash reimbursement changed from an income to a reimbursement.
- Categorized rate for a day care home to a flat rate or reimbursement for each child in family day care home. Reimbursement for all meals served in the homes would be at one rate, regardless of the family income of the participants.
- USDA would pay sponsoring agency administrative expenses.

(continued next page)





CACFP continued . . .

The Rules and Regulations implementing this law went into effect May 1, 1980. To carry out the CCFP, agreements were made between state agencies and the USDA Food and Nutrition Service for reimbursement to qualified contractors of child care facilities, outside-school-hours centers and family day care homes for nutritious meals and supplements to children.

In 1989, the Program expanded to allow adults in adult day care centers to participate. The name changed to the Child and Adult Care Food Program, CACFP, to reflect the change.

The next quarter I will bring you up to today's participation.

Carla Harder

CACFP Coordinator

LIHEAP (Energy Assistance)

News from Washington concerning the Energy Assistance program was not good, but it probably could have been worse. Due to the sequester cuts imposed by Congress long ago, and the fact that a Federal budget was not finalized, the program will realize a 5% cut in funding for this current fiscal year that operates until September 30th. This means that the State of Iowa will receive \$2.8 million less in funding from last year's



amount of \$54,812,000. Next year's amount is still unknown but with good support in Congress, it is hopeful additional cuts will not be as drastic as in the past.

Every year at this time, April 1st means the end of Iowa's moratorium protection for thousands of Iowa low-income households. The law states that households that are approved for Energy Assistance cannot be disconnected from their regulated utility (natural gas/electricity) from November 1st until April 1st. What this

means is that many Iowa utility bills are in arrearage because of high winter energy bills and many Iowa residences are now threatened with disconnection of service. But there are also laws in place to protect those involved. The utility companies are required to offer repayment agreements that are affordable so everyone can get their past due accounts paid off in a reasonable manner. Also, social service agencies like ourselves can help out if needed. Community Action Agencies receive customer contribution funds and Energy Assistance crisis funds. With these funds, we can help households that are in trouble make their repayment agreements more affordable.

Energy Assistance numbers are down again this year but not as drastic as last year. But every year our agency takes between 4,500 and 5,000 applications and this year is no exception. This following is a breakdown of the number of applications taken and approved and the amount of funds sent to area heating vendors as of March 1st.

I Choose . . .

*To live by choice,
not by chance;
To make changes,
Not excuses;
To be motivated,
Not manipulated;
To be useful, not
used; to excel, not
compete.*

*I choose self-esteem,
not self pity.*

*I choose to listen to
my inner voice,
not the random
opinion of others.*

Energy Assistance Stats:

| Delaware County | Apps. Taken | Apps. Approved | \$\$ Awarded |
|-----------------|--------------|----------------|-----------------------|
| Delaware County | 651 | 614 | \$ 275,060.00 |
| Jackson County | 928 | 883 | \$ 397,540.00 |
| Dubuque County | <u>2,869</u> | <u>2,707</u> | <u>\$1,144,560.00</u> |
| TOTAL | 4,448 | 4,204 | \$1,817,160.00 |

Jim O'Toole

LIHEAP & Community Services Program Manager



DUBUQUE COUNTY OUTREACH

During the months of April, May and June Outreach will continue to provide budget counseling along with assisting households in preventing shutoffs. The moratorium protection with the regulated utility companies ends April 1. Now that the moratorium has ended, households struggle to pay back utility bills and to get caught up. Once they get caught up, hopefully they will be able to get on the right track for the upcoming winter months.

Outreach will be working with families who need help buying school supplies for the 2013-2014 school year. They will be accepting applications from now through May 25, 2013. If you know of a family that

could use help please contact Outreach.

For the months of January, February, March, 474 Food Pantry referrals were made. Those numbers are increasing every month. Families can receive food once every 2 months when needed. Tax and Rent Rebate applications were taken for 153 households. Fifty-nine individuals were assisted with the Green Family Fund program.

Training is set for staff on Friday, April 19th in Grinnell, Iowa. The program is "Outreach at Its Best." The training is to increase the skills, knowledge and support of Outreach Office staff in providing A+ service.

Mary Billmeyer

LIHEAP & Community Services Assistant



JACKSON COUNTY OUTREACH

Jackson County office staff assisted 136 households with the application process for the regular fuel assistance program. Applications for that program will continue to be taken until April 30th. Along with the fuel applications, staff provided budget counseling for 153 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 2013-2014 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 house-



Jackson County Outreach continued

holds. There are two centers located in Maquoketa and one in Preston.

In-kind for the months totaled \$2,008.00 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 911 instances. Advocacy services were provided for 68 households with either other agencies, utility providers or fuel vendors.

97 households were assisted with nutritional items, 6 households were provided with needed clothing items and 4 households were assisted with hygiene products. Two referrals were made for GED classes.

Emilie Daniels

Jackson County Outreach
Center Coordinator

DELAWARE COUNTY OUTREACH

In New View News 2010 I talked about taxes, computer, LIHEAP and Head Start. In 2011 I talked about working with the Disaster Recovery committee and flood issues, LIHEAP and Head Start. In 2012 I discussed the early warm weather in March and the freeze in April, LIHEAP and Head Start. This year it is cold, we are patiently waiting for spring and of course, I want to talk about LIHEAP and Head Start, among other things.

We have done 695 LIHEAP applications so far this year. That is down from the 716 applications from last year but we will be working on them till the end of the month. Just as the LIHEAP season is coming to an end on April 30th, the next annual business begins.

We will be dealing with utility shut offs and other emergencies as they arise. LIHEAP (Low-Income Home Energy Program) helps protect people from being disconnected while the weather is cold. But once spring begins, the cold weather rules no longer apply and people need money for these bills and to help set up pay agreements. We utilize donated funds as well as funds from Alliant and Black Hills and we have a good system of collaboration with other resources in our county. Delaware County Community Services and Gen-

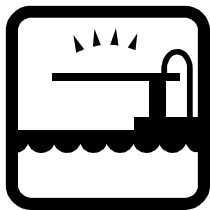
eral Assistance and Veterans Affairs work well with us. Rising costs in our economy put pressure on all families to meet the basic necessities of life.

Childcare is an essential service for working families and one of the areas where costs continue to increase and seem overwhelming. I have just finished writing the request for funding for the Emergency/Crisis Childcare Program. This program helps families pay for childcare so they can obtain or maintain employment, go to school, or if they have a crisis. Building Directions for Families Empowerment is the resource for these funds. I am working on the 3rd quarter report now. We have paid \$12,278 for direct childcare so far this year. Operation: New View has helped a lot of families with this program and other basic needs.

The basic need for food is helped by the food pantry. Requests for food have almost doubled since this time last year. We anticipate that we will serve 200 families in the next three months. We work with the pantry to coordinate the weekly orders as well as taking orders for three holiday baskets that are done separately and addition to regular orders. There is also a separate mobile food bank that comes to Delaware County once a month from the Northeast Iowa Food Bank. They have some fresh produce for distribution and that is greatly appreciated.



The Christians Concerned Hygiene program has helped families with laundry soap, toilet paper, shampoo, deodorant, and toothpaste. This program is completely supported by churches in Delaware County. We distribute what has been donated to us and we look for bargains to purchase with funds from this program. Churches are very generous and also help us in other areas when there is a great need.



There are also some things we do that go beyond the basic necessities. I am working on a grant for pool passes. These funds are provided from the Small Miracle Fund. The money goes to pay for pool passes in Hopkinton, Earlville, and Manchester. We are hoping to do the same

again this year. The calls are already coming in for pool passes as well as other things.

Calls are also coming in for Head Start applications. We are now doing Head Start applications for the 2013-2014 school year. Sixteen applications have already been completed. There are three Head Start centers in Delaware County that can serve 54 children. We have 25 children who are repeats and 10 siblings of those children who will qualify this year. Classes will fill up fast. Pre-school scholarship applications are also completed with each Head Start application.

I covered the weather, LIHEAP, Head Start so I have completed my writing till next time . . . "the good Lord willin' and the creek don't rise." I'm on high ground so I'm depending on the Lord to be here in July . . .

Sheila Freiburger

Delaware County Outreach Center Coordinator

HEAD START

April 1, 2013

Today may be April Fools Day, but it's no joke that we only have 6 more weeks until the end of our school year. The six weeks will go by fast as teacher's work to complete their documentation of children's assessments. A summary of which will be shared with parents at the final Parent/Teacher conference on May 2-3. In addition to this, the parents will be given a transition packet that contains the child's physical exam, eye exam, dental exam, immunization record, height & weight growth chart, developmental screening and kindergarten transition information. A similar set of information will go directly to the receiving schools, so they have everything that is required to help our children start school ready to learn. We hope that this year has been a positive year of growth for the children and that the families have achieved successes along the way as well.

It is no secret that as I write this article we are going to be receiving a cut in our federal funding due to sequestration. We are well into our program year and the 5.1% cut will have an impact on our program. How much of an impact remains to be seen as we are in the very early stages of working through the whole process. Our guidance from the

Office of Head Start is to minimize disruptions to currently enrolled children for this program year, while maintaining high quality services. Over the next few months, we will be working with our Regional Office in Kansas City, our administration, Policy Council and the Governing Board to make the best decision's possible for our program.

Our last day of class is May 17th for almost all of our Head Start classrooms. A few of our centers will run classes the following week, unless we determine that because of the cut in our funding it would be best to end on May 17th. Before that last day, staff will be taking children on field trips to local parks and area museums. Many centers hold picnics for children and their parents on the last day of class. All in all it is a day of fun and reflecting back on a year full of good memories.

May all of you enjoy the warmer weather and everything that spring brings. Have a great summer as well and stay healthy and safe!

Peggy Hanniford

Head Start Program Director





WEATHERIZATION

Home Evaluation: Before we leave on the evaluation there are some background forms that need to be put together, starting with proof of ownership or landlord forms (if it is a rental), client application, and 5 other sets of forms.

Off we go to the house! Upon arrival the evaluator meets the client and does an informal interview to gather information and explain some of the process. Then it's out the door to photograph the house and look for issues on the exterior, document any findings with photos, and notes. Onward to the basement, there the evaluator will do health and safety check on gas fired appliances, take additional photos and more notes. Other areas in the basement will need attention, such as band joist box,



crawlspace, bypass areas, moisture and mold photos and more notes! THAT SEEMS TO BE HAPPENING A LOT HERE (photos and notes)! Back up the steps to the kitchen to test gas stove, mechanical vents for health and safety. And guess what???? Photos and notes. Next we proceed throughout the first floor of the house, to check walls for holes and insulation. Window dimensions are also documented to be used in the NEAT audit . Second floor and attic next time we get together.

January/February/March Completions:

City of Dubuque—13
 Dubuque County—4
 Delaware County—5
 Jackson County—2

Mike Strader

Weatherization Program Manager

Accountability

A meteorologist and a minister never missed a weekend of golf. One weekend, just as they began to play, a thunderstorm broke out. Soaking wet, they retreated to the clubhouse for an hour. Still the rain came down. With no relief in sight, the minister turned to the meteorologist and said, "You would think that between the two of us, we could do *something*."

If it is to be, it is up to me.

A person's work is a portrait of oneself.