



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 and Jackson

2011 EITC AWARENESS DAY AND FREE TAX FILING SITES



On Saturday, January 29, 2011, Operation: New View Community Action Agency in collaboration with the Earned Income Tax Credit (EITC) Outreach Task Force of Dubuque, Delaware, and Jackson Counties will be hosting the 2011 EITC Awareness Day at Operation: New View, 1473

Central Avenue, Dubuque from 10:00 a.m. to 2:00 p.m. This event will inform individuals in the community about EITC along with other tax credits and the free filing tax clinics offered in the area. Different local financial institutions have agreed to attend the event to explain the different services they offer.

EITC is a refundable federal tax credit that was enacted by Congress in 1975 that is available to working individuals and families with low to moderate incomes. This credit lowers the amount of tax owed, but is often refunded to the taxpayer. The amount of EITC depends on your income and individuals are encouraged to stop by and learn the advantages and qualifications of EITC.

As many as 20-25% of individuals that qualify for EITC don't claim it! Don't fall into that percentage! Even if you are not required to file taxes you may still be eligible for EITC. Come and speak with a certified tax preparer to see if you qualify.

This tax season Operation: New View Community Action Agency will be hosting Volunteer Income Tax

Assistance (VITA) Sites at all of our offices. The following are dates and times for the Central Office in Dubuque:

- January 27 through April 14
- Mondays and Thursdays
- 6:00 p.m. to 9:00 p.m.
- Appointments ONLY

The following are dates and times for the Manchester Office:

- Saturday, February 12
- Saturday, February 26
- 10:00 a.m. to 2:00 p.m.
- Appointments ONLY

The following are dates and times for the Maquoketa Office:

- Saturday, February 5
- Saturday, February 19
- 10:00 a.m. to 2:00 p.m.
- Appointments ONLY

Questions, please contact Becky at bjenkins@operationnewveiw.org, or call 563/556-5130 extension 14.



AGENCY CELEBRATES

37 YEARS OF SERVICE

On February 8, 2011 Operation: New View Community Action Agency will celebrate 37 years of service. Since 1974, the agency has been helping people to help themselves in Dubuque, Delaware and Jackson counties. The agency was the successor to the old River Valley Community Action Program, which began in the mid-1960's.

The agency's operating philosophy comes from the guidelines set forth in the Economic Opportunity Act of 1964 which states, "It is the policy of the United States to eliminate the paradox of poverty in the midst of plenty in this nation by opening to everyone the opportunity to live in decency and dignity."

As a result, much of the agency's work involves meeting immediate needs, advocating on behalf of the people it serves and providing direct assistance as well as referrals to other community resources to meet needs.

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives,
Embodies the spirit of hope,
Improves communities,
And makes America a better place to live.
We care about the entire community
and we are dedicated to helping people
help themselves and each other.



2011 BOARD OFFICERS ELECTED

At their meeting on January 13th, the Board of Directors of Operation: New View Community Action Agency elected board officers to serve for the 2011 calendar year.

Wayne Demmer of Epworth, who represents the Dubuque County Board of Supervisors was elected to serve as Board Chair.

Sue Voelker of Manchester, who represents the Manchester Area Chamber of Commerce was elected to serve as Board Vice Chair.

Larry "Buck" Koos of LaMotte, who represents the Jackson County Board of Supervisors was elected to serve as Board Treasurer/Secretary.

Congratulations to our newly elected officers and thanks go out to them for providing leadership to our agency.

New members joining the agency board of directors include: Daryl Klein of Rickardsville, representing the Dubuque County Board of Supervisors; Jason Hartman of Dubuque, representing the Dubuque City Manager; and Sister Lynn Wagner of Dubuque representing Dubuque Area Congregations United (DACU).

Members reappointed to service on the board include: Sue Voelker of Manchester, representing the Manchester Area Chamber of Commerce; Carrie O'Connor of Dubuque, representing Iowa Legal Aid; Donna Smith of Edgewood, representing the Delaware County Advisory Committee; Kathy Kunde of Maquoketa, representing the Jackson County Senior Citizens; and Steve Drahozal of Dubuque, elected by the board as a community representative.



THERE IS A SANTA!



A big "THANK YOU" to our area communities for their generous support in making Christmas brighter for area needy families. The agency received \$15,075 of in-kind support in the form of gifts, toys, donations and gift cards. \$10,919.31 in cash donations were received. We served 246 households and 760 individuals. There certainly was a Santa Claus in Dubuque, Delaware and Jackson counties!

Thanks to all who contributed to the cause. A special thanks goes to the Dubuque Telegraph Herald for their continued and outstanding support of the Santa's Helper Program.



KEEP OUR NEIGHBORS WARM FUND NEEDS SUPPORT



Our agency's "Keep Our Neighbors Warm Fund" continues to accept donations and grow in its ability to supplement heating assistance funds for low-income families this winter. This much needed funding has been generously provided by individuals,

organizations, businesses and special projects.

The fund was established by the Board of Directors of Operation: New View Community Action Agency in response to drastic energy bills and flat funding by the federal government. Donations may be sent to any of our agency's outreach offices in Dubuque, Delaware and Jackson counties. Be sure to write "Keep Our Neighbors Warm" on checks.



2010 WEATHERIZATION CHALLENGES RESULTS

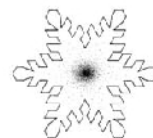
This year there were two Weatherization Challenges that our agency partnered in to weatherize the homes of elderly, disabled and low-income families. These community-wide service projects produced great results.

The Dubuque Weatherization Challenge took place on Saturday, October 23rd. A total of 225 volunteers organized into 38 teams, weatherized 70 homes.

The Maquoketa Weatherization Challenge took place on Saturday, October 30th. A total of 80 volunteers organized into 11 teams, and weatherized 14 homes.

Thanks to these projects, a total of 89 households will be warmer, safer, and more energy efficient this

winter. In addition, these homes will save money on their winter heating bills.



EITC OUTREACH TASK FORCE PROVIDES TAX ASSISTANCE



Again this coming income tax filing season, Operation: New View Community Action Agency will serve as lead agency in a coalition of local organizations to promote the Earned Income Tax Credit (EITC) and free tax filing services. The EITC Outreach Task

Force includes 17 partner organizations and 42 individuals.

In addition to promoting the EITC to low-income and working families, the task force provides support to free tax preparation sites. These sites will complete a return free of charge and provide electronic filing.

As a result of the task force's efforts last year, a total of 2,003 tax returns were completed and filed electronically. A total of \$662,204 in Earned Income Tax Credit (EITC) was secured on these completed returns. In the seven (7) years that our agency has coordinated this project, over \$3.3 million in EITC has been returned to our communities and 9,579 tax returns have been filed.



EARNED INCOME TAX CREDIT (EITC)

The Earned Income Tax Credit (EITC) is the largest federal aid program for low-income workers. The EITC is a refundable income tax credit for working, low-income individuals and families. It provides low and moderate income workers a fully refundable tax

credit when taxes are filed. This is a significant amount of those in need.

Each year, the EITC lifts nearly 5 million people above the poverty line. Research indicates that the EITC raises more children out of poverty than any other program and that it may be the nation's most effective work incentive for families with children.

Many families who receive the EITC use the money to pay for basic necessities, such as utilities, food and housing. In addition, this tax refund gives families an



opportunity to purchase something they have been in need of, but have not had sufficient funds to do so, such as repairing or replacing a car, or making a home repair, or a leaky roof.

One problem is that an estimated 20% of eligible individuals do not receive the EITC for a number of reasons.

Our educational and promotional efforts are aimed at increasing the number of qualified people who take advantage of the EITC benefit.



2010 YEARS OF SERVICE MILESTONES

Our agency would like to offer "Congratulations" and "Thank You" to all of our staff that celebrated years of service milestones during 2010. This group represents over 175 years of dedicated service to our agency and the people we serve.

35 Years (1975)

Peggy Hanniford, Early Childhood Programs Director (9/10/1975)

25 Years (1985)

Mary Billmeyer, Energy Assistance & Community Services Program Assistant (10/01/1985)

20 Years (1990)

Pam Coleman, Head Start Teacher Associate, West 2 (8/23/90)

Donna Leonard, Head Start Teacher, Dyersville (8/23/90)

15 Years (1995)

Ann Murphy, Administrative Clerk, Central Office (3/06/95)

Kara Sperflage, Head Start Teacher Assistant, Epworth Center (8/14/95)

Lori Tillman, Center/Transportation Aide, West 1 (11/09/95)

5 Years (2005)

Donna Sindahl, Receptionist, Central Office (2/14/05)

Louanne Stratton, Head Start Teacher Associate, Bluff Street Center (3/22/05)

Ronda Humpal, Weatherization Program Assistant, Central Office (9/19/05)

Julie Kirschbaum, Head Start Cook, Bluff Street Center (9/26/05)

Ronna Beitz, Head Start Cook/Transportation Aide, Hopkinton Center (10/01/05)

Deb Hamblin, Delaware County Outreach Worker, Manchester (10/17/05)



DETERMINATION

"The game is well worth the candle that may have to be burned far into the night. There is no feeling like the feeling of success."

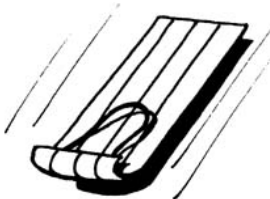
- J. Paul Getty, *American financier*

"Diamonds are nothing more than chunks of coal that stuck to their job."

- *Malcolm Forbes, publisher*

HEAD START PROGRAM

Staff is back, classes start tomorrow, and we are getting ready for our triennial review. For those of you that are not familiar with our agency and the Head Start program, the on-site triennial monitoring review occurs every three years. A Federal team made up of reviewers from across the country, visit a program for a week to "assess grantee performance in terms of quality of the services programs deliver to enrolled children and families, and the sustainability of the management systems established to support these services." While we have already sent to the reviewers many documents, more will be reviewed during the site visit. The review this time around will be unannounced, which differs from those in the past. In the mean time, we have plenty to do.



Recruitment for 2011-2012 begins soon and we have 5 months of this school year

left. Although our centers in the City of Dubuque are full, we do have openings in the Maquoketa and Preston areas and in Dyersville and Epworth. If you know of some families that may have children that would qualify for our programs, please encourage them to apply for Head Start. It is critical that we maintain our enrollment numbers.

I want to take this opportunity to thank McGraw-Hill for their \$500 donation and the Kiwanis Club for their \$600 donation to our program. In a time when our dollars are stretched very thin, it is good to know that we have organizations and companies that haven't forgotten about the children and families that we serve. The money will be put to good use and is very much appreciated. Thank You!

The Head Start Program wishes all of our readers a very Happy and Healthy 2011.

Peggy Hanniford

Early Childhood Programs Director



JACKSON COUNTY OUTREACH

During the months of October, November and December, 745 households applied for fuel assistance; along with 65 households having advocacy work done for them with utility vendors; as well as fuel vendors to maintain heating services. Budget counseling was also provided for 765 households due to increased fuel costs. It was noticed that we also have quite a few new households apply for heating assistance.

52 households were assisted through the Telegraph Herald's Santa's Helper Project; making a brighter Christmas for them this year. Santa and the elves



at the Operation: New View office in Jackson County were a little worried for awhile; but donations of clothing, food, household, personal care items and toys started to appear during the week just before Christmas. The donations made it possible to fill most of the requests. It was once again heartwarming to know that a lot of people help people that they would never know or meet. An especially large "THANK YOU" is extended from our office to the Dubuque Telegraph Herald Newspaper for all of their assistance with this project each year . . . along with all of our donors.

In-kind for the months of October, November and December totaled \$9,793, including both donated time by volunteers aiding our office and material donations.

48 referrals were made to other agencies, assisting clients in obtaining needed services; along with 1,950 units of information concerning our and other agency programs were also made available for client use. 69 households were assisted with nutritional items.

The staff at the Jackson County Outreach Office wishes each and everyone of you a safe and HAPPY NEW YEAR and again THANK YOU for any assistance you may have given our office. We are truly grateful for your partnership with us to provide much needed services to low-income individuals in Jackson County.

Emilie Daniels

Jackson County Outreach Center Coordinator

TAX TIME AGAIN!

It's tax time again! This year individuals have until April 18th to file their federal income tax return, thanks to Washington recognizing Emancipation Day. Illinois and Wisconsin returns will also be due April 18th while Iowa residents have until May 2nd to file.

On Saturday, January 29, 2011, Operation: New View Community Action Agency in collaboration with the Earned Income Tax Credit (EITC) Outreach Task Force of Dubuque, Delaware, and Jackson Counties will be hosting the 2011 EITC Awareness Day at Operation: New View Community Action Agency, 1473 Central Avenue, Dubuque, from 10:00 a.m. to 2:00 p.m.

Individuals wanting to get their taxes prepared for free that day should bring all of the following information with them:

- Valid picture ID
- Social Security Cards for you and each member of your family included on your return
- Birthdates for you and each member on your return
- W-2's for all jobs in 2010 and any other tax related documents
- 1099 forms for other income, if any
- A copy of last year's tax returns (federal and state)
- If you are claiming childcare expenses, bring documentation of expenses and either the childcare agency's ID or the provider's Social Security number
- All adults on your return must be present to sign forms
- A blank check if you want your refund direct deposited

If you haven't received all of your tax documents yet, you can still stop by to set up an appointment to get your taxes prepared for free. Listed below are the locations where you can get your taxes prepared for free:

- Hills and Dales Lifetime Center, 3505 Stoneman Road, Dubuque
 - Starting February 1 through April 14
 - Tuesday through Thursday from 9:00 a.m. to 2:00 p.m.
 - Call 563/585-0560 for an appointment

- Loras College, 1450 Alta Vista, Dubuque
 - Dates to be determined
 - Tuesdays only
 - Call 563/588-7695 for an appointment
- Operation: New View Community Action Agency, 1473 Central Avenue, Dubuque
 - Starting January 27 through April 14
 - Mondays and Thursdays from 6:00 to 9:00 p.m.
 - Call 563/556-5130 ext. 14 for an appointment
- Operation: New View Community Action Agency, 721 South 5th Street, Suite B, Manchester
 - Saturday, February 12th
 - Saturday, February 26th
 - 10:00 a.m. to 2:00 p.m.
 - Call 563/927-4629 for an appointment
- Operation: New View Community Action Agency, 904 East Quarry, Maquoketa
 - Saturday, February 5th
 - Saturday, February 19th
 - 10:00 a.m. to 2:00 p.m.
 - Call 563/652-5197 for an appointment
- St. Matthew Lutheran Church, 1780 White Street, Dubuque
 - Starting February 1 through April 14
 - Monday through Friday from 12:30 to 3:30 p.m.
 - Walk-ins only
- University of Dubuque, 2000 University Avenue, Dubuque
 - Monday, February 28 from 3:30 to 8:00 p.m.
 - Tuesday, March 8 from 3:30 to 8:00 p.m.
 - Call 563/589-3644 and leave a message to set up an appointment

Questions? Please contact Becky Jenkins at 563/556-5130 extension 14 or at bjenkins@operationnewview.org.

Becky Jenkins

Special Projects Coordinator



CHILD AND ADULT CARE FOOD PROGRAM (CACFP)



"Food with Care"
Iowa Child and Adult Care Food Program

The Department of Agriculture has announced new federal school nutrition requirements. Congress passed the Healthy, Hunger-Free Kids Act in

December 2010. Some of the changes are directed to the National School Lunch Program. Some of those requirements include:

- ✘ Limit starchy vegetables, such as potatoes, corn and green peas to one cup a week.
- ✘ Reduce sodium in meals over the next 10 years to 740 milligrams or less of sodium for students.
- ✘ Establish calorie maximums of 550 to 650 for K through 5 grades, 600 to 700 for 6 through 8 grades and 750 to 850 for 9 through 12 grades.
- ✘ Serve only unflavored 1% milk or fat-free flavored or unflavored milk.
- ✘ Require a serving of fruit daily at breakfast and lunch and two servings of vegetables daily at lunch. There must be a serving of each of the following during the week: green leafy vegetables, orange vegetables (carrots, sweet potatoes, summer squash), beans, starchy and other vegetables. This is to make sure that children are exposed to a variety of vegetables.
- ✘ Require at least 50% of all grains be whole grains.
- ✘ Cut out all foods containing trans fats as much as possible.

The USDA is seeking nvtech comments from schools on these proposed nutrition standards, which will not go into effect until April. Schools that comply with the new standards will receive an additional six cents reimbursement per meal from the National School Lunch Program.



The Act passed by Congress will have some new standards for the Child and Adult Care Food Program for Child Development Homes. The Department of

Education, Bureau of Food and Nutrition and School Transportation is in the process of writing memos to Sponsors as to what those new standard will include and any changes or updates to our current guidelines. As soon as they are received, we will let you know how we will enact those standards.

Stay Warm!

Carla Harder

CACFP Program Coordinator



DUBUQUE COUNTY OUTREACH

During October, November, and December the Dubuque County Outreach office continued to take LIHEAP applications (November 1st started the moratorium, Iowa law provides that clients, who are eligible for the Energy Assistance Program, may not be disconnected from their electric or natural gas supply from November 1 through April 1).



Clients advocacy was provided to 116 households. SHARE was purchased by 73 individuals for the quarter. 338 referrals were made to the Dubuque County Food Pantry.

On October 20th and 21st we distributed 604 coats to individuals (Coats for Kids project). We had 90 coats left over so we donated them to the Clothes Closet for distribution. The Clothes Closet is at St. John Lutheran Church, 1276 White Street, Dubuque. In December we received an additional 219 coats that were distributed in our waiting room and to families for Christmas. So we had a total of 823 coats this year for the Coats for Kids 2010.

Lots of hats, mittens and accessories were distributed. Thanks to everyone who made Coats for Kids a great success.

Our Santa's Helper started out slow but by December 16, donations, and gifts, were coming in on a steady

basis. We were able to help 246 households and 760 individuals. A big THANK YOU goes out to so many people for helping in so many ways. Your support means more than you know.

Mary Billmeyer

Energy Assistance
& Community Services Program Assistant

(Editor's Note) A huge THANKS to Mary Billmeyer (Energy Assistance and Community Services Program Assistant) and her sister, Liz for taking on the Santa's Helper project here at the agency. Mary and Liz did an excellent job of handling the program and seeing that everyone had a much brighter Christmas. Thanks ladies, we couldn't have done the project without you!! *Joy*



ENERGY ASSISTANCE

We have just received word from the State of Iowa Energy Assistance Office that more energy assistance funds have been released by the Federal government. Iowa had received \$36.4 million so far this winter and with the latest release will bring Iowa's total to \$67.9 million. With all agencies across the state completely out of assistance funds until this new release, including Operation: New View, this comes as great news. Now it will be likely that we will be able to pay all households that have already applied and were approved for Energy Assistance and also for the remainder that apply until the program ends on April 30, 2011.



It's mid-January and the Arctic Express has arrived. With a fresh coat of snow on the ground and northerly winds blowing in from the north pole, everyone's furnace is working overtime this time of year. And those households that heat their homes with a deliverable fuel such as liquid propane or fuel oil, it is absolutely necessary that they keep an eye on their fuel tanks to make sure that they do not run out of fuel. Most companies will charge an extra charge of at least \$100.00 for an emergency delivery.

On top of that, a pressure check must be done for LP users to insure that there aren't any leaks between the fuel tank and the furnace. Pressure checks can cost an additional \$50.00 to perform. Plus if they're out of fuel for an extended time it is possible for water pipes to freeze which would be an even greater problem.



The number of Energy Assistance applications are up over last years record numbers. The following is a breakdown of the numbers in our three county area through the end of December:

	Total Apps. Taken	Total Apps Approved	Assistance Awarded
Delaware Co.	677	630	\$280,560.00
Jackson Co.	904	857	\$379,800.00
Dubuque Co.	2,735	2,545	\$1,072,820.00
Agency Totals	4,316	4,032	\$1,733,180.00

Energy Savings Tips From Mary B

With extremely cold temperatures it is important that you monitor your indoor humidity. Too little moisture can lead to breathing problems, dry skin, and a good environment for viruses to grow. Too much moisture can lead to the growth of mildew, mold and the rotting and decaying of residences. The proper moisture levels should be between 25 and 40 per cent. If you experience static shock, your humidity levels are probably too low and if you have window condensation, your humidity levels are probably too high.

Jim O'Toole

Energy Assistance & Community Services Prog. Mgr.



DELAWARE COUNTY OUTREACH



The Operation: New View Outreach office that people in Delaware County have heard of is located at 721 S. 5th Street in Manchester. There are 2 full-time people in the outreach office. They are Sheila Freiburger,

Outreach Coordinator and Deb Hamblin, Outreach Worker. This is where you need to go if you need fuel assistance, weatherization, childcare, and info on the care givers food program. But the outreach office does more than just these programs.

This time of year is fuel assistance season. Barb Ogden comes to work full time for 4 or 5 months to take LIHEAP applications and do whatever else we have to do. She gets involved with the "Coats For Kids" project in October and some Santa Helper projects during December. Food pantry referrals come through Operation: New View so Barb gets to work in that area also. Barb has also been the secretary for "Christians Concerned" every since the hygiene program began in 1982. This program is supported by the churches in Delaware County.



Deb Hamblin is the best outreach worker in the state. That may be a biased opinion, but I think all Operation: New View clients would agree. Deb loves her job and it shows in what she does. She works hard to help people and to get the information for them to qualify for our programs. Deb does fuel applications and Head Start applications and even got involved with some of the disaster applications.

Speaking of the disaster, another person came to our office this year after the flood. She is not the disaster; she is a great asset in our work with the flood losses. Leann VanDyke was hired by the Delaware County Disaster Recovery Committee to help with the local disaster applications and to help people with the lowans Helping lowans applications. Leann has a wonderful sense of humor and she really cares about people.

Caring about people is the main prerequisite for helping service agencies such as Operation: New View. Our mission is helping people to help themselves. It is

not always easy but we strive for progress not perfection.

I as asked this season what I am grateful for. When I think about the question many things come to mind. I am grateful for my job and all the people I work with. I am personally grateful that I have what I need, not necessarily what I want, but what I need. A roof over my head, heat, electricity, a car that runs, food, warm clothing, and my children are healthy. And in my work I am grateful for all the support that Operation: New View receives from the community.

Thank you from the staff of Operation: New View and God Bless you and your families. Happy New Year!

Sheila Freiburger

Delaware County Outreach Center Coordinator



WEATHERIZATON

Low Cost Way to Shrink Your Utility Bill

Close the darn door! When using your entry door 'do not stand with the door open, but close it as soon as possible.' This could save you as much as \$50-80 per year in heating costs!

Fix That Dripping Faucet. A faucet dripping at 40 drops per minute will cost you \$30 to 50 a year. Most drips are on the hot water side of your faucet and cheap and easy to fix.

Stop messing with the Thermostat. Turning the thermostat warmer and then turning it way down wastes fuel. Turn up your thermostat slightly when home, down slightly at night and when you're not there.

Turn Off the Lights. When not is use turn off lights and other energy vampires. Unplug the cell phone charger! All chargers should be turned off when not is use (you know, flashlight, cordless drill, video games).

Mike Strader

Weatherization Program Manager