



# NEW VIEW NETWORK

Volume 20, Issue #3

July, August, September 2010

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

## 2010 WEATHERIZATION CHALLENGE EVENTS PLANNED FOR DUBUQUE AND MAQUOKETA



On two separate Saturdays in October volunteer weatherization teams will spread out across the Dubuque and Maquoketa communities in a one-day blitz to perform

energy saving measures on the homes of their elderly, disabled, and low-income neighbors. The goal of the event is to provide homes with simple weatherization measures such as caulking, weather-stripping, window plastic, door sweeps and other insulating techniques. The project aims to “keep the weather outside” for the targeted homes, reduce their home energy consumption, save them money on their winter heating bills and provide educational materials on how to lower their home energy costs.



The Dubuque Area Weatherization Challenge will take place on Saturday, October 23<sup>rd</sup>. This will be the fourth year for this event. Last year 604 volunteers weatherized 123 homes in Dubuque. Complete details and volunteer team registration information is available on the event website at [www.thonline.com/weatherization](http://www.thonline.com/weatherization).

Maquoketa Area Weatherization Challenge will be on Saturday, October 30<sup>th</sup>. This will be the second year for this event. Last year a total of 26 homes were weatherized by 84 volunteers. Information is available on the website at [www.maquokeachamber.com](http://www.maquokeachamber.com).

All targeted homes will be selected in advance by Operation: New View Community Action Agency or local churches. A weatherization assessment of each home will be conducted in advance to determine what measures are needed and to develop a list of needed supplies and materials.

The success of each Weatherization Challenge will depend on the number of volunteer teams that sign up to participate. Each team will consist of 6 volunteers who

will weatherize 2 homes that day. They will report to a central location for breakfast and training before heading out to their assigned homes. They will report back after their assigned homes have been completed.



The volunteer teams will come from organizations within the community. This is a great opportunity to lend a helping hand for service clubs, civic and fraternal groups, church groups, neighborhood associations, businesses, employee groups and other organizations. All community groups are invited to participate and to recruit one or more 6-person team

to help with this worthwhile and much-needed project.

Cash donations are being accepted to provide for the great amount of supplies and materials that will be needed for this project. The project will cost around \$50.00 per home.



### AGENCY DISTRIBUTES FANS TO BEAT THE HEAT

During the hot summer months, many low-income families in our three counties have looked to our agency to help them provide relief from the heat. We will distribute over 600 fans this summer to the families we serve. Requests for fans can be directed to our three county outreach centers in Dubuque, Manchester and Maquoketa.



### NEW UPDATED AGENCY WEBSITE

Operation: New View Community Action Agency has recently gone online with a new and updated agency website. The new site contains many new features and enhancements. Check us out at [www.operationnewview.org](http://www.operationnewview.org).



### STOVALL ELECTED TO LEAD NATIONAL FUEL FUNDS NETWORK

Tom Stovall, Executive Director, was recently elected to serve as Chairman of the Board of Directors of the National Fuel Funds Network (NFFN) at the organization's annual meeting in San Antonio, Texas. The meeting was held in conjunction with the national Energy and Utility Affordability Conference. Stovall has served for four years on the 24-member board of the Washington, D.C. based organization.



The organization's membership includes over 300 energy suppliers, utility companies, government agencies and community-based nonprofit organizations representing energy assistance programs for low-income people. The mission of the National Fuel Funds Network is to increase the resources available through fuel funds and other energy assistance programs to meet the home energy needs of vulnerable households.

Goals of the NFFN are to: increase public awareness and understanding of low-income energy issues; influence energy-related policies beneficial to low-income households; assist in the creation and development of fuel assistance funds; and provide advocacy on a national, regional and statewide basis. More information is available on the organization's website at [www.nationalfuelfunds.org](http://www.nationalfuelfunds.org).



### 46<sup>TH</sup> ANNIVERSARY OF COMMUNITY ACTION 1964-2010

Helping People, Changing Lives

On August 20, 1964, President Lyndon Baines Johnson signed the Economic Opportunity Act (EOA) which established the Office of Economic Opportunity (OEO) as part of the nation's War On Poverty. At the center

of the EOA was the establishment of local Community Action Agency Programs (CAPS) and the concept of "maximum feasible participation of the poor." This idea espouses the concept of participation of low income people in designing and governing programs to address the issues of the poor. Community Action Agencies have been the embodiment of that belief for these past 46 years.

There are thousands of people in Dubuque, Delaware and Jackson counties whose lives have been positively affected by our agency. Community Action has a strong legacy and national network that has helped to change the face of poverty and the low-income community across the country.

**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.

**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 some 13 partner organizations and 32 individuals.



In addition to promoting the EITC to low-income and working families, the task force was instrumental in providing free tax preparation sites. As a direct result of the task force's work 2,003 tax returns were completed and e-filed with EITC refunds totaling \$662,204 to low-income and working families. The EITC outreach initiative project was funded by a grant from Iowans for Social and Economic Development (ISED) and a Neighborhood Grant from

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

This was the 7<sup>th</sup> year of service for the EITC Outreach Task Force. During the past 7 years the coalition has completed 9,579 tax returns and brought \$3,303,628 of EITC dollars back to our communities.



**SHRINERS SCREENING CLINIC ON SEPTEMBER 25<sup>TH</sup>**

On Saturday, September 25<sup>th</sup> the Dubuque Shriners will host their Evaluation Clinic for the Shriners Children's Hospitals. Hospital Staff from the Minneapolis Center will be available in Dubuque to screen children to see if they would be eligible to receive no cost condition specific care at Shriners Hospitals. The Shriners Hospitals can help children 17 or younger with hand, arm, foot, leg and other skeletal problems, missing limbs, and limb length deficiencies, joint stiffness and pain, cerebral palsy, hip problems, juvenile rheumatoid arthritis, spina bifida, neurological disorders, brittle bone disease, burns or burn scars, rickets, scoliosis, spine conditions, sport injuries, and cleft lip or palate.

When the Shriners say "no cost" they mean that they do not have a billing office, no insurance office, no income guidelines, just unconditional world-class care for children in need. Shriners work so that children can walk.

This September 25<sup>th</sup> Evaluation Clinic will be held from 10:00 a.m. to 3:00 p.m. at the Masonic Temple, 1155 Locust Street in Dubuque. Appointments are not necessary but appreciated. Call 563/588-4328.

Please help us in getting the word out to the families that may have children in need of these life-changing services.



## DUBUQUE KIWANIS SUPPORTS HEAD START FIELD TRIPS AND KEEP OUR NEIGHBORS WARM



The Dubuque Downtown Kiwanis Club has donated \$900 to our agency to support field trips for the children attending Dubuque Head Start Centers. Agency

Central office staff member Peggy Hanniford attended the Kiwanis Club meeting on June 21<sup>st</sup> to receive the check and explain how the funds will be used. We truly appreciate this generous donation from the Dubuque Kiwanis members.

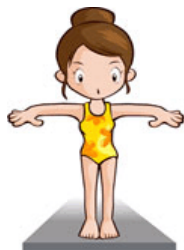
The Dubuque Kiwanis Club also recently donated \$1,000 to our agency's "Keep Our Neighbors Warm Fund." They gave this donation through the Black Hills Cares Program. This means that Black Hills Energy will match the contribution with \$1,000 making a total gift of \$2,000.

Board member Laura Roussell representing Black Hills Energy, and Jim O'Toole of our agency staff attended the Kiwanis meeting on June 21<sup>st</sup> 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.



## DONATION PROVIDES SUMMER FUN FOR DELAWARE COUNTY KIDS



Thanks to a generous donation of \$3,500 from Mr. Bill Wallace of Manchester, children from low-income families in Delaware County will be provided with swimming lessons this summer. Mr. Wallace gave his gift through the Small Miracles Fund of the Community Foundation of Greater Dubuque. Our thanks to Mr.

Wallace for providing this generous and thoughtful donation to assist low-income kids.

## DELAWARE COUNTY COMMUNITY CHEST FUNDS HYGIENE PRODUCTS NEEDS

The Delaware County Community Chest has granted \$1,500 to Operation: New View Community Action Agency to provide hygiene and personal care items for families in crisis situations in Delaware County.

Sheila Freiburger, Delaware County Outreach Center Coordinator, wrote the successful grant application seeking the funds. Our thanks to the Community Chest for generously supporting these local emergency needs.



## STAFF ATTEND ICAA STATE-WIDE TRAINING CONFERENCE

The Iowa Community Action Association (ICAA) held its 2010 Annual Training Conference on June 28-30 at the Marriott Hotel in West Des Moines. Over 250 people from Iowa's 18 Community Action Agencies gathered to celebrate "45 Years of Opportunity" through Community Action." Many excellent workshops along with inspiring keynote speakers and awards provided for learning and inspiration for all.



Those attending the conference from the New View Crew included: Ed Behrens, Pat Clark, Emilie Daniels, Sheila Freiburger, Deb Hamblin, Greg James, Becky Jenkins, Jim O'Toole, Tom Stovall, Sandy Wagar, and Stacy Weires.

At the closing awards luncheon of the conference, several Operation: New View CAA staff were recognized for their years of service to Community Action achieved during 2010.

### HEAD START STAFF ATTEND TRAININGS

Head Start Central Office Staff have all been busy attending a number of different trainings.

On April 4, Peggy Hanniford, Brenda Sullivan, Betsy Wiebke, Anna Soderman, Christy Slack and Kaye Hahn attended the Iowa Head Start Association Spring Conference in Des Moines.

The ICN training, "Nuts & Bolts" (background checks, etc.) was attended by Peggy Hanniford, Brenda Sullivan, Kaye Hahn, Vickey Vivian, Mary Bartolotta, Betsy Wiebke, Stephanie Wieland and Joy Davis (Administration Staff) on April 19<sup>th</sup>.



### AGENCY PARTICIPATION IN EARLY CHILDHOOD FAIRS

Our agency recently participated in two Early Childhood Fairs.

The 2010 Up, Up and Away Early Childhood Fair was held at the Delaware County Fairgrounds Pavilion on Saturday, April 17<sup>th</sup>.



Attendance for the fair was 135 families with 177 adults, 176 children age 0-5; 43 children age 6-12 and 9 youth age 13-18. Those participating from the agency were Anna Soderman, Carla Harder, Robin Klima and Deb Hamblin. Thanks to all the volunteers for making this a very successful fair!

On March 20<sup>th</sup>, Brenda Sullivan, Head Start Specialist, participated in the Dubuque County Empowerment Fair at Western Dubuque High School, Epworth. There were 458 children and 319 adults in attendance. Many thanks to all who helped make this another successful event!



### STAFF ASSIST WITH POVERTY SIMULATIONS

On April 19<sup>th</sup>, Loras College held a Poverty Simulation for students of Wahlert High School. Members of our agency assisted with staffing for the event. Thanks to New View staff members: Deb Hamblin, Vickey Vivian, Sheila Freiburger, Emilie Daniels, and Pat Clark.



### ENERGY ASSISTANCE (LIHEAP)



So far it has been a very warm summer! Temperatures and humidity have been above normal and many long term forecasts expect this trend to continue. With these conditions, it is important to take precautions to protect ourselves from heat related problems. Under normal conditions, the body's thermostat produces perspiration that evaporates and cools the body. However, in extreme heat and humidity, evaporation is slowed and the body must work harder to maintain its normal temperature. Experts agree that the best thing to do is obviously try to stay cool so heat related problems don't set in. If air conditioning isn't possible go to a cooling center such as the public library. Also drink plenty of liquids to stay hydrated. If nothing else, get into a bathtub of cool water for a period of time to keep your body temperature down to a safe level.

It is also very important to check on the elderly population to make sure they are managing okay. You might recall back in 1995 there were almost 700 deaths contributed to the heat in Chicago, most of them elderly and disabled. In fact, heat related illnesses kill more people than hurricanes,



floods, lightning strikes and tornadoes. A survey done a few years ago listed the number of deaths that were weather related over a ten year period.

Lightning	1,081
Tornadoes	960
Hurricanes	323
Cold weather	489
Winter conditions	907
HEAT	2,596

In response to the heat this summer Operation: New View CAA has dispersed almost 600 fans to the low-income population.

The amount of funding for next winters' Energy Assistance Program (FY 2011) is still uncertain but sources say that in all likelihood that the program will operate under a "continuing resolution" until after the fall elections are over. This means that funding for next year will probably stay the same as this year, which is \$5.1 billion nationally.

Energy Savings Tips From Mary B

When using your air conditioner during the summer it is a good idea to also have a fan operating to circulate air in your residence. This will create a "wind chill" effect and will keep your rooms cooler and therefore enable you to keep your thermostat set higher to save energy.

*Jim O'Toole*  
LIHEAP Program Manager



**WEATHERIZATION**

**HOT WEATHER ENERGY SAVERS**

Set air conditioning thermostats no lower than 78 degrees. The 78 degree temperature is judged to be reasonably comfortable and energy efficient. Setting it at 78 degrees vs 72 degrees could save 47%.

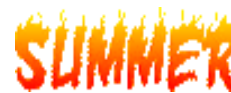


If the temperature out doors soars to upper 90's - triple digits, indoor air should be no more than 15 degrees different.

Run air conditioners only on really hot or humid days. If at all possible set fan speed lower on humid days to remove more moisture and cool a little less. Clean or replace filters at least once a month, this allows the fan to run with less restrictions and uses less electricity.

Reduce living space to fewer rooms or just cool rooms that are needed Sometimes a fan can be placed near the basement steps to pull cooler air up from the basement.

*Mike Strader*  
Weatherization Program Manager



**MONEY WOES GETTING YOU DOWN?**

Operation: New View Community Action Agency along with Health Services Credit Union (HSCU) and Alliant Credit Union (ACU) will be offering another round of *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 on Tuesday, September 14, 2010. The classes will be held at the Prescott Community Center, 1151 White Street in Dubuque. The description and date for each session is listed below:



Tuesday, September 14, 2010  
6:00-7:30 p.m.  
Budgeting to Create Savings

Tuesday, September 21, 2010  
6:00-7:30 p.m.  
Building a Good Credit Rating

Tuesday, September 28, 2010  
6:00-7:30 p.m.  
Debt Reduction and Asset Building

Tuesday, October 5, 2010

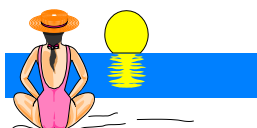
6:00-7:30 p.m.

Consumer Protection & Financial Institutions

We encourage individuals to attend all sessions for information on getting his/her financial situation on track. Please RSVP your attendance for the first class by Thursday, September 9, 2010 to [bjenkins@operationnewview.org](mailto:bjenkins@operationnewview.org).

*Becky Jenkins*

Special Projects Coordinator



## INCOME TAX ASSISTANCE VOLUNTEERS NEEDED

Do you enjoy helping others or learning a new skill? Operation: New View Community Action Agency in collaboration with the Earned Income Tax Credit (EITC) Outreach Task Force is recruiting volunteers for the 2011 Volunteer Income Tax Assistance (VITA) Program. The VITA Program will provide free income tax preparation to low to moderate-income families in Dubuque, Delaware and Jackson counties.

The VITA Program helps eliminate the burden of paying for tax preparation fees at an average of \$150 and paying for Rapid Refund Loans at an average of \$150. It also makes sure individuals are aware of eligible credits such as EITC and the Child Tax Credit. The IRS estimates that 25% of individuals that qualify for EITC do not claim the tax credit. VITA wants to help put more money back into taxpayers' pockets and the community.



No accounting background is required. Free training will be offered for interested volunteers. The Internal Revenue Service (IRS) provides the software that guides volunteers through the training. All volunteers are protected by the Volunteer Protection Act, therefore no liability for volunteers! Currently the following volunteer positions are needed for the 2011 tax season:

### ○Greeters

- Maintain confidentiality;
- Ability to deal with the public in a helpful and supportive manner;
- Organized, friendly, dependable, and flexible.

### ○Tax Preparers

- Maintain confidentiality;
- Basic tax knowledge (free training is provided)
- Basic computer skills for inputting tax return information;
- Ability to deal with the public in a helpful and supportive manner;
- Organized, friendly, dependable and flexible.

### ○Quality Reviewers

- Maintain confidentiality;
- Basic tax knowledge (free training is provided);
- Basic computer skills for inputting tax return information;
- Ability to deal with the public in a helpful and supportive manner;
- Detail oriented;
- Organized, friendly, dependable, and flexible.

We request volunteers donate at least 10 tax preparation hours during the 2011 tax season besides the training. Interested volunteers may contact Becky by telephone at 563/556-5130 extension 14 or by email at [bjenkins@operationnewview.org](mailto:bjenkins@operationnewview.org).



## CHILD AND ADULT CARE FOOD PROGRAM (CACFP)

Robin wrote a grant to Team Nutrition and received money to pay for some educational tools for our CACFP Providers. Each provider will receive a Dole, mytech "5 A Day Kids Cookbook," "There's a Rainbow on My Plate" activity book and a Superkids "A-B-C" bookmark. She also ordered a few plates that show what portions of Fruits and Vegetables and whole Grains



Grains and Beans and Lean Protein should be on your plate for lunch and supper.

Kids who entered the Dole Company recipe contest created many of the recipes in the cookbook. It is 70 pages and encourages the children and you to eat at least one fruit or vegetable in each color group of the rainbow - red, orange, yellow, green and blue. Eating your 5 a day can help keep you strong, healthy and full of energy to do the things you love to do. Kids watch and mimic what their parents and caregivers do, so if they see you eating fruits and vegetables, they'll be more likely to eat them also.

The activity book explains exactly what is a serving, do you know? A serving is one medium-size piece of fruit or 1/2 cup raw, cooked, frozen or canned fruit (in 100% juice) or 1/2 cup raw, cooked, frozen or canned vegetables or 3/4 cup (6 fluid ounces) 100% fruit or vegetable juice or 1 cup raw, leafy vegetables or 1/4 cup dried fruit. The activity book also encourages you to stay active to stay healthy and to model healthy eating behaviors.



The bookmark shows a fruit or vegetable for every letter of the alphabet. I am not sure I have ever seen a Xiquima or a Jack Fruit, have you?

We will take the plate with us on a home visit to use as a visual aid for the servings. We will also give a couple of them as prizes when we play CACFP Jeopardy at the next workshop, which will be Wednesday, August 4 at Hills and Dales Stoneman Road facility. Please attend if you would like, we would love to see you there.

*Carla Harder*

CACFP Program Coordinator



### EARLY CHILDHOOD PROGRAMS

While center staff are enjoying some well deserved time off, we are trying to catch a few days of summertime as well. However, summertime at central office is one of our busiest times of the program year. First the applications for fall



programming have to be processed; then children are selected; then parents have to be notified and then mass enrollments are held. The enrollment process per child takes about an hour and

when you serve 284 children that is a lot of hours! Our centers are not full, yet, so if you know of a family that may have children that are income eligible please tell them about Head Start. Classes begin August 24<sup>th</sup> and although that seems like a long way off, it isn't.

We are also buy getting ready for the upcoming school year in other ways. We have a playground to landscape at Epworth; a shed to tear down at Manchester and a new one to put up; and a center to move and get licensed. Then it is grant time and our Program Information Report (PIR) to do. This year we have ARRA funding, so another report. I think you get the picture. There really is no slow down to it all.

I want to take this opportunity to thank the Dubuque Kiwanis Club for their recent \$900 donation to our Head Start Program. It will be used for field trips this coming fall. It is truly appreciated and it is only through this type of generosity that we are able to provide these opportunities to our Head Starters!

As we get closer to classes starting, I want to ask you to consider giving of your time in the next school year by volunteering at one of our centers. We can always use the help and the children love the company!

Have a great summer, there's still plenty of it to enjoy!

*Peggy Hanniford*

Early Childhood Programs Director





## JACKSON COUNTY OUTREACH

During April, May and June, the Jackson County Outreach Office staff have been busy budget counseling with 91 households; along with assisting 61 households to avoid shut-offs and obtaining reconnects with the utility companies. Even though it is summer time, low income households are still struggling to pay utilities along with other daily expenses.



Forty-one referrals were made to various agencies for client services; along with 78 households being assisted

through advocacy efforts on our part.

Additional Head Start applications are being taken for the three Jackson County Head Start centers. The Dubuque Head Start office will soon be notifying families that their child has been accepted. We will continue to accept applications and urge anyone knowing of a three or four year old child that might qualify for that program, to refer them to our office for the application process.

Fifty households were assisted with hygiene products and 2 households were helped with household furnishings. Twelve households used our recipe exchange, 50 households were assisted through our cooling program providing them with needed fans. Three households were assisted with needed clothing and 64 households received nutritional items.

### *Emilie Daniels*

Jackson County Outreach Center Coordinator



## DELAWARE COUNTY OUTREACH

We were in Des Moines at the annual Iowa Community Action Agency Training Conference the last week in June, the 28<sup>th</sup>, 29<sup>th</sup> and 30<sup>th</sup>. When we got back we had a lot of calls from people wanting to see us. We were very popular (absence makes the

heart grow fonder). What also added to our popularity was the fact that the Department of Human Services (DHS) office closed on June 30<sup>th</sup>!

The closing of their office had been announced on the radio and in the paper, but we had and are still having people come into our office with questions about the state offices and worried that Operation: New View is moving. It is very unfortunate for our county that this office closed. It makes it especially difficult for elderly and disabled people that need face-to-face contact and who had developed a rapport with a specific case worker. We do our best to reassure them and our receptionist, Mary Soppe, made copies of a DHS letter directing people to Independence. The letter gives the phone numbers and the street address of the Buchanan County office. We are handing them out and also telling people they have the option of going to Dubuque or Waterloo. In the meantime we are back to business as usual.



Disconnections on natural gas and electric are the usual for this time of year. Water bill disconnections have been added to the troubles. We do an assessment on each person we see and draw on all resources to help resolve the problem. In our office, Deb Hamblin, is the best when it comes to helping people resolve their predicament. Deb negotiates with fuel vendors and city clerks and works miracles to prevent disconnections or to get people reconnected. When she is not busy with assessment and resolutions she is filling out Head Start applications.

This year we will have no problem filling all three Head Start Centers in Delaware County. That is good news for Head Start since they are required to have the centers filled. But not such good news for the families whose children will not be able to get into Head Start. Fortunately an application for a pre-school scholarship is completed with each Head Start application. These scholarships are paid for by Building Directions for Families (BDF), state empowerment funds. Also funded by BDF is the Emergency/Crisis Childcare.

The Emergency/Crisis Childcare Program request was funded for \$5,500 less than last year. But that should have been no surprise since the state is cutting funds all over the place as attested by the closing of DHS offices. I was disappointed with the cut but grateful

for what we did get and realized I should count my blessings. We will help as many people as possible with whatever funding we have available.

That brings to mind a quote, that I once read, and you know how I love quotes.

“We the unwilling, led by the unknowing, are doing the impossible for the ungrateful. We have done so much, for so long, with so little, we are now qualified, to do anything with nothing.” This has been attributed to various people, including Mother Teresa. But I don’t think she coined it, because I don’t think Mother Teresa thought of herself as “unwilling” or people being helped as ungrateful. I certainly don’t feel that way. But we do a lot with a little and that is what we do.

While in Des Moines there was one workshop that I particularly appreciated. It was Diversity Appreciation and Cultural Awareness. It was educational as well as entertaining and everyone in the workshop enjoyed it very much. It made me feel grateful for my work and the opportunities to learn and grow that I have received working with Operation; New View. So as I trudge the road to happy destiny I bid you adieu from Delaware County.

*Sheila Freiburger*

Delaware County Outreach Center Coordinator



## DUBUQUE COUNTY OUTREACH

Last time I wrote an article for the New View Network I commented on spring being here, well this time I can comment on summer! It is definitely here with a vengeance! If you love hot weather you must feel like you’re in heaven!!

Dubuque County Outreach Staff continue to be busy with shut-offs, disconnects, re-connects, water bills, food pantry, phone bills, car repairs, hygiene products and the list goes on. They spend a lot of their time working on agreements with our utility companies for

services needed by our clients. The need continues, no matter what the weather does.

Staff have distributed many, many fans. It’s not unusual to come to the office in the a.m. and see staff unloading fans and dragging them into the outreach center. A fun time is had by all!!! Doesn’t take long for the ‘new’ shipment of fans to go out the door as quickly as they went in. It has been a hot June and July!

Applications for our Head Start Program continue. Staff keeps occupied with them on a day-to-day basis.

You’ve heard this all before – need knows no season. How true.



There is a huge need in our communities of just about everything you can think. All our outreach staff are grateful for the donations received in our offices. They are greatly appreciated. Our staff take all this in stride and get it done! They do a wonderful job!

It won’t be long and school will be back in session. Where, oh where, did the good old summer time go? We hope that you are having an enjoyable summer. Take some time for yourself. Charge up those batteries so you can go back at it the next week!!

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



Only you can be yourself.  
No one else is qualified for the job.

There can be no happiness if the things we believe in are different from the things we do.

Personality can open doors,  
but only character can keep them open.