



NEW VIEW NETWORK

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July, August, September, 2011

The voice of **OPERATION: NEW VIEW COMMUNITY ACTION AGENCY**

Published Quarterly. Serving the Iowa counties of Dubuque, Delaware and Jackson

47th ANNIVERSARY OF COMMUNITY ACTION 1964-2011

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 47 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.

AGENCY RECEIVES DRA GRANT



Our agency will be receiving a \$6,500 grant from the Dubuque Racing Association as part of the DRA's annual

distribution to worthy causes. The items approved by the DRA to be expended from the grant funds include:

- \$3,000 to provide kitchen equipment for the new Engine House #1 Head Start Center in Dubuque.
- \$2,500 to provide hygiene supplies for our clients being served by our county outreach centers in Dubuque, Manchester and Maquoketa.
- \$1,000 to provide promotional materials and supplies for Earned Income Tax Assistance (VITA) sites, and Four Cornerstones of Financial Literacy classes in all three counties.

Our thanks to the DRA for this generous donation on behalf of the people we serve.

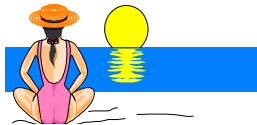


LIHEAP HEATING ASSISTANCE APPLICATIONS

The LIHEAP (Low Income Home Energy Heating Assistance Program) application season ended on May 2 with our agency taking a total of 5,306 applications from households in our 3-county area. This was 280 less applications than last year.



Some 4,987 households were approved for heating assistance totaling \$2,134,800, an average of \$428 per household. Our thanks to the Outreach and LIHEAP staff for another great effort this year.



AGENCY DISTRIBUTES FANS TO BEAT THE HEAT

With the recent hot spell, many low-income families in our three counties have looked to our agency to help them provide relief from the heat. We have already distributed over 300 fans to the families we serve. Requests for fans can be directed to our three county outreach centers in Dubuque, Manchester and Maquoketa.



DONATION PROVIDES SUMMER FUN FOR DELAWARE COUNTY KIDS

Thanks to a generous donation of \$3,600 from a resident of Manchester, children from low-income families in Delaware County were provided with swimming lessons this summer. The gift was given

through the Small Miracles Fund of the Community Foundation of Greater Dubuque. Our thanks to the donor for providing this generous and thoughtful donation to assist low-income kids.



DUBUQUE KIWANIS SUPPORTS HEAD START FIELD TRIPS

The Dubuque Downtown Kiwanis Club has donated \$600 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 May 16th to receive the check and explain how the funds will be used. We truly appreciate this generous donation from the Dubuque Kiwanis members.



NATIONAL ENERGY CONFERENCE ATTENDED BY O'TOOLE AND STOVALL

Jim O'Toole, Energy Assistance and Community Services Program Manager, and Tom Stovall, Executive Director, recently attended the National Energy and Utility Affordability Conference in Fort Lauderdale, Florida. Over 600 people attended the conference including representatives from non-profit organizations, energy providers and government entities. The meeting is sponsored by the National Low Income Energy Consortium.



STOVALL RE-ELECTED TO LEAD NATIONAL FUEL FUNDS NETWORK

Tom Stovall, Executive Director, was recently re-elected to serve as Chairman of the Board of Directors of the National Fuel Funds Network (NFFN) at the organization's annual meeting in Fort Lauderdale, Florida. The meeting was held in conjunction with the national Energy and Utility Affordability Conference. Stovall has served for five 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. This 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.nationalfuel funds.org.



The average human heart beats 100,000 times a day. Make those beats count.

STAFF ATTEND HOOPS & FENCES CUSTOMER SERVICE TRAINING

Nine New View Staff attended a Customer Service Training workshop on May 31st in Hiawatha, Iowa. Titled "Hoops and Fences," the workshop focused on the human element in service provision: listening skills, crisis management, how to realistically define success, re-examine our own assumptions about who we serve, and stay sane! The training was sponsored by the Iowa Community Action Association (ICAA).

Staff members completing the workshop were:

Emilie Daniels, Jackson County Outreach Center Coordinator, Maquoketa; **Pat Clark**, Jackson County Outreach Worker, Maquoketa; **Sheila Freiburger**, Delaware County Outreach Center Coordinator, Manchester; **Deb Hamblin**, Delaware County Outreach Worker, Manchester; **Sandy Wagar**, Dubuque County Outreach Worker, Dubuque; **Stacy Weires**, Dubuque County Outreach Worker, Dubuque; **Donna Sindahl**, Central Office Receptionist, Dubuque; **Becky Jenkins**, Special Projects Coordinator, Dubuque; and **Ann Murphy**, Administrative Clerk, Dubuque.



ICAA STATE-WIDE TRAINING CONFERENCE

The Iowa Community Action Association (ICAA) held its 2011 Annual Training Conference on July 11-13 at the Embassy Suites in Des Moines. Over 250 people from Iowa's 18 Community Action Agencies gathered to celebrate "Living the Community Action Promise." 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: Mary Billmeyer, Pat Clark, Emilie Daniels, Sheila Freiburger, Deb Hamblin, Becky Jenkins, Jim O'Toole, 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 2011. They are:

- 25 Years: Gloria Kolbet (Head Start)
- 25 Years: Jim O'Toole (Energy Assistance)
- 20 Years: Sandy Wagar, (Outreach)
- 20 Years: Donna Weaver (Head Start)
- 20 Years: Barb Slater (Head Start)
- 20 Years: Brenda Pregler (Administration)
- 20 Years: Sue DeMoss (Head Start)
- 10 Years: Laura Miller (Head Start)
- 10 Years: Stacy Weires (Outreach)
- 5 Years: Robin Klima (CACFP)
- 5 Years: Renee Gerardy (Head Start)
- 5 Years: Tanya Davis (Head Start)
- 5 Years: Betsy Wiebke (Head Start)
- 5 Years: Claudia Williams (Head Start)
- 5 Years: Amy Perry (Head Start)

Congratulations to all for reaching these milestones in service to children and families through Community Action Programs.



DUPACO'S FINANCIAL WELLNESS DAY

DUPACO Community Credit Union held a financial wellness day at Operation: New View Community Action Agency Central Office on July 20. Employees could talk to a representative from DUPACO and get information regarding credit scores, ID theft, fraud protection, debt consolidation, budgeting, savings programs, loans, credit history lessons, money makeovers and more!!

Our thanks to DUPACO for providing this important opportunity to New View Staff.

HEAD START PROGRAM REVIEW COMPLETED

The Federal On-Site Monitoring Review of our Head Start Program took place the week of April 25-29. Some 7 federal reviewers spent the week conducting the comprehensive and intense monitoring review of our program to ensure quality and compliance with the National Head Start Performance Standards. We expect to receive a full report on the monitoring results from the Office of Head Start within 45 days.

Thanks to all of our Head Start staff members for all of their hard work in preparing for the review and their performance during the review. We appreciate all that you do!



SHIRNERS SCREENING CLINIC ON SEPTEMBER 24TH

On Saturday, September 24th, 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, spinal 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 24th 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 COUNTY OUTREACH

As this is being written, Dubuque County Outreach is planning their trip to Des Moines for the Annual ICAA Conference. The conference will be held from July 11-13, 2011.

During the months of April, May and June the Outreach Staff continued to work with households who have disconnects with their utility companies. Budget counseling was provided to 211 households. There were 387 food referrals to the Dubuque Community Food Pantry. They also assisted 35 households with medical needs from our Green Family Fund. Housing advocacy was provided to 327 households. Seventy-nine share packages were purchased.

We will be purchasing hygiene products with a generous donation from the Dubuque Racing Association. A special THANK YOU to the Dubuque Racing Association for supporting our hygiene program.

Mary Billmeyer
Outreach/LIHEAP Assistant



WEATHERIZATION

Weatherization is working with the City of Dubuque Housing Department to help develop the Green And Healthy Home Initiative (GGHI). Our part of the collaboration is to assure thermo standards and energy efficient measures are achieved. The program is in its infancy and is just starting to roll along. With time it will provide a great service to its recipients and provide safe and healthy homes for children and the elderly.

Completions:

- April – 15
- May – 12
- June – 12

Mike Strader
Weatherization Program Manager



JACKSON COUNTY OUTREACH

During April, May and June, the Jackson County Outreach Office staff have been busy with budget counseling, with 77 households; along with assisting 47 households to avoid shutoffs 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 referrals were made to various agencies for client services; along with 52 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 Central Office in Dubuque 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.

57 households were assisted with hygiene products and 4 households were helped with household furnishings. Twelve households used our recipe exchange. 45 households were assisted through our cooling program providing them with needed fans. Eight households were assisted with needed clothing and 83 households received nutritional items.

Emilie Daniels

Jackson County Outreach Center Coordinator



DELAWARE COUNTY OUTREACH

July 11, 12 & 13 we were in Des Moines at the annual Iowa Community Action Association Training Conference. I brought home a bad cold, but by and large it was an excellent experience. I had lobbied to move the conference from the West Des Moines Marriot to the Embassy Suites on the River and I think everyone that attended was happy with the hotel and the conference. Downtown Des Moines gets less intimidating the more you visit and since I cannot persuade Lana Ross to move the conference to Dubuque, I was happy with the Embassy Suites. I can not take credit for the success of the conference but I do help in preparation.

I have been privileged to be a part of the conference planning committee for approximately 10 years.



Working with people from across the state has been enjoyable and a learning experience in itself. The conference offers the opportunity to network and gain knowledge for our work. I have also enjoyed watching the changes as the conference has grown. Change is inevitable and some changes make things better and others are not so helpful.

One year ago, June 30th, 2010, the Department of Human Services (DHS) office in Delaware County closed. That was, and still is, a very unpopular change. People still come to Operation: New View offices now, a year later, looking for DHS. They want to access a "real" person and all we can do is give them the phone number. It has made it more difficult for people to apply for food stamps and other programs they need. Childcare assistance now has to be accessed through Des Moines instead of locally and the process now takes longer. This leaves people in jeopardy of losing their children and thereby losing their jobs, but that change makes the Emergency Crisis Childcare Program more essential.

Emergency/Crisis Childcare helps people with childcare for a short period of time so they can look for work, go to school, or start a job.

Childcare through the DHS is ongoing and reviewed on a regular basis. The latter is great once you are approved; however there is now a longer delay in the application and recertification process which creates a problem for people. That may be part of the reason for the increase in the requests for Emergency/Crisis Childcare. We've had eight families approved for the program since July 1st, and more phone calls inquiring about the program. It is going to be a busy year in this department. The other departments have things happening also.



In the last 3 months we have placed 67 food pantry orders through the Delaware County Food Bank. We have helped 49 families who had disconnections on gas or electric. There were 3 people who were given help through the Green Family Fund. With our hygiene program we helped 28 families We worked

with other agencies to help 13 families and we completed 7 Head Start applications. Finally we made the summer a little more fun for 28 families with pool passes for their entire family that included 102 children and 44 adults. And so it goes.



July has brought extra high temperatures and humidity. We have had many calls for air conditioners and although we have none of those, we are happy to help 40 families with fans. We have also given people some ideas where to go to cool down for a while. The radio is also listing some churches and public places that are opening their doors, showing a movie and offering refreshments. All we can do is pray for a cold front to come through and thank God for air conditioning.

I'd like to share a new terminology I learned this morning "heat island." As cities and towns develop, buildings and roads replace open land and vegetation. Surfaces that were once permeable and moist become impermeable and dry. These changes cause cities to become warmer than their rural surroundings, forming an "island" of higher temperatures in the landscape. This reminded me of the song line, "they paved paradise and put up a parking lot." Another change we have to live with.

Sheila Freiburger

Delaware County Outreach Center Coordinator



The more you learn what to do with yourself,
and the more you do for others,
the more you will learn
to enjoy the abundant life.

- William Boetcke

ENERGY ASSISTANCE

On July 7, 2011, Operation: New View's Energy Assistance Program made a supplemental payment to all those approved for assistance this past winter. This payment was made possible by a couple of fund releases by the Department of Health and Human Services. A total of \$525,820.00 was paid out to area heating vendors to assist 4,947 households. The average payment was approximately \$106.00.



With the recent spell of hot and humid weather there was great demand for fans. A total of 300 fans were dispersed the last few weeks to help low-income households stay cool. Also with the abnormally hot weather, the LIHEAP and outreach staff have been busy dealing with disconnect notices, especially with the secondary vendor (electric). With public donations and contributions from utility companies, we are able to assist threatened families avoid disconnection of service.

Nothing new on the LIHEAP funding front. Large funding cuts are still threatened. With high energy costs still upon us, a funding cut is the last thing that the low-income population needs.

The Administration's FY2012 Energy Assistance budget calls for an appropriation of \$2.57 billion. Compared to this year's allocation of \$4.7 billion, we would realize a \$2.13 billion reduction in funding.

What this means for the State of Iowa is that funding would be trimmed by approximately \$31 million. With this large reduction, award amounts would be less and the number of households assisted would also be reduced. Hopefully, funding will be at or near last year's levels so that we can serve those in need.



Jim O'Toole

Energy Assistance & Community Services Manager

HEAD START

It is July and although classes don't begin for another 6 weeks, this is not our down time. Actually, this is a very busy time within our program. Acceptance letters went out in June to 197 families. We are funded for 284 slots, so as more income eligible applications are approved more acceptance letters will be going out. This week, we had our first of many mass enrollment sessions. These sessions are scheduled in our Tri-County area to meet with families and get all of the required paperwork done prior to the start of classes. The enrollment process takes about an hour to complete, so the whole process is very time consuming.



While a majority of our management staff is involved with the enrollment process, a few of us are working on our continuing grant application for the 2011-2012 fiscal year. It will come as no surprise that we are having budget headaches. At least we can take comfort in the fact that we are not alone. Then it is on to our grant application with CACFP (Child and Adult Care Food Program). This federally funded program provides meal reimbursement to our program. Our Program Information Report (PIR) is next. The PIR provides comprehensive data on the services, staff, children, and families served by Head Start and Early Head Start programs nationwide. All grantees and delegates are required to file this. The report serves as a source of descriptive and service data for our program and to the public.

August will be an extremely busy time for us on a professional development level. There will be training in Des Moines August 1-2 on Addressing Challenging Behaviors and Engaging Families. On August 5-6 the Mississippi Valley Early Care and Education Conference will be held at NICC. On August 22nd center staff return for three days of pre-service. After pre-service,



center staff will have four days to get ready for the start of classes that begin on August 31. In those four days their will be times set aside for parent orientation meetings and mini-day visits to the classrooms. As I write this all I can think of is that I hope teaching staff got rested up over the past few months!

Thank You

Before I close, I would like to thank the DRA for their recent award of \$6,500 to the agency. Half of the award will be used by our program to purchase kitchen equipment for a new center that will be opening up in the near future. Thank you to the Kiwanis Club of Dubuque as well. Their \$600 donation to our program will go toward educational field trips. We are very grateful for your support!

Wishing you a safe and happy summer!

Peggy Hanniford

Early Childhood Programs Director



SPECIAL PROJECTS

The time has come again for Operation: New View Community Action Agency, along with Alliant Credit Union and Health Services Credit Union to offer 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 6, 2011. The classes will be held at the Prescott Community Center, 1151 White Street in Dubuque. The description and date for each session is as follows:

Tuesday, September 6, 2011

6:00-7:30 p.m.

- Budgeting to Create Savings

Tuesday, September 13, 2011

6:00-7:30 p.m.

- Debt Reduction and Asset Building

Tuesday, September 20, 2011

6:00-7:30 p.m.

- Building a Good Credit Rating

Tuesday, September 27, 2011

6:00-7:30 p.m.

- Consumer Protection & Financial Institutions

We encourage individuals to attend all sessions to continue building their financial knowledge. Please RSVP your attendance by Friday, September 2, 2011.

We are able to tailor the materials to meet the needs of your group or organization. If you are interested in hosting a free financial literacy class, please contact me.

Operation: New View is starting our recruitment for the 2012 VITA (Volunteer Income Tax Assistance) Program. Operation: New View will host the VITA Program at each Outreach Office again next tax season. In order to expand our hours we need more volunteers.

The VITA Program assists many working individuals and families with filing their taxes for free. Free training is provided for all volunteers. We request that volunteers donate at least 10 tax preparation hours during tax season once training is completed.

Operation: New View would like to thank the following sponsors for donating to our 2011 ICAA Conference Baskets:

- Black Hills
- Diamond Jo Casino
- DuTrac Community Credit Union
- Grand Harbor Resort and Waterpark
- Health Services Credit Union & Alliant Credit Union
- KMAQ Radio Station
- Long John Silver's

Maquoketa Chamber of Commerce
Northeast Iowa Community College
Stone Cliff Winery

With their generous donations and donations from agencies state-wide, over \$2,800 was raised to benefit the National Community Action Foundation. Thanks for the support sponsors!!

For additional information or questions, please contact Becky at 563.556.5130 extension 14 or at bjenkins@operationnewview.org. Have a wonderful summer!

Becky Jenkins

Special Projects Coordinator



A hundred years from now it will not matter what my bank account was, the sort of house I lived in, or the kind of car I drove . . . but the world may be different because I was important in the life of a child.

- Forest E. Witcraft

