



NEW VIEW NEWS

Vol. 22, Issue #3

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

July, August, September 2012

48th ANNIVERSARY OF COMMUNITY ACTION 1964-2012

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 48 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.

BOOK DONATION FROM THE READ TO ME FOUNDATION



Our Head Start Program was recently notified by the *Read to Me*

Foundation that we would be receiving 1,000 bilingual picture books to distribute to our Head Start children this coming school year. The donation was made possible through a generous donation from the Mystique Casino/Diamond Jo and the Dubuque Racing Association to the *Read to Me Foundation*. The whole purpose of the *Read to Me Foundation* is to put books in the hands of low-income children so that they can discover the joy of reading. It is very rare when we have something like this happen to us and we are so very grateful that our program was considered.



DUBUQUE NAMED ALL AMERICAN CITY

On July 2, 2012, it was announced that the City of Dubuque has been named an "All American City" in recognition of a plan to have all third grade students reading at their grade level by the end of their third grade school year. In order to get this recognition there had to be annual goals established for the community, families, and policy makers in the three core areas of school readiness, school attendance, and summer learning. **Peggy Hanniford** (Early Childhood Programs Director) is a member of this coalition and worked on the school readiness goal.

Chosen from a field of more than 100 entries, Dubuque’s plan was submitted by a community coalition facilitated by Every Child/Every Promise in strategic alignment with the Community Foundation of Greater Dubuque. Operation: New View Community Action Agency is proud to be a member of this coalition. Thank you to Peggy for her participation in this project.

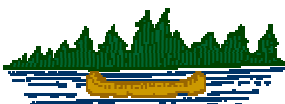


PIZZA TO NEEDY IN JACKSON COUNTY

On a quarterly basis our agency puts together a statistical report on all programs that we administer. One of these programs is PIZZA! We list it and compile the numbers under Nutrition. **Emilie Daniels** (Jackson County Outreach Center Coordinator) and **Pat Clark** (Jackson County Outreach Worker) administer the program. Pizza, Happy Joe’s and KJ’s Convenience & Deli Mart (all in Maquoketa) donate their leftover pizzas from their buffets, orders placed and not picked up and perhaps a mis-made pie or two to our local outreach office in Maquoketa.

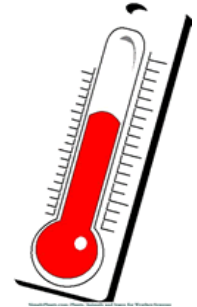


These donations definitely help meet the ever-increasing number of families that need a helping hand (especially in the grocery department of their budgets). In fiscal year 2011 Emilie and Pat delivered 2,215 pounds of pizza to 274 households. Now that’s a lotta pizza! We wish to thank Pizza Hut, Happy Joe’s and KJ’s Convenience & Deli Mart in Maquoketa for their generous donations of pizza!



AGENCY DISTRIBUTES FANS TO BEAT THE HEAT

With the recent hot spells, 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 \$3,000 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.



The happiest people don’t have the best of everything . . . they make the best of everything they have.

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 New Orleans, Louisiana. Over 600 people attended the conference including representatives from non-profit organizations, energy providers and government entities. The annual conference is sponsored by the National Fuel Funds Network and the Low Income Energy Consortium.



STOVALL COMPLETES LEADERSHIP TO NATIONAL FUEL FUNDS NETWORK

Tom Stovall, Executive Director, recently completed his 2-year term as Chairman of the Board of Directors of the National Fuel Funds Network (NFFN) at the organization's annual meeting in New Orleans, Louisiana. The meeting was held in conjunction with the national Energy and Utility Affordability Conference. Stovall has served for six years on the 24-member board of the Washington D.C. based organization.

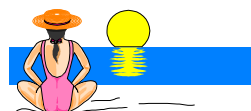


The organization's membership includes over 300 energy suppliers, utility companies, government agencies and community-

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.nationalfuel funds.org.



SHIRNERS SCREENING CLINIC ON SEPTEMBER 29TH

On Saturday, September 29th 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.

The September 29th Evaluation Clinic will be held from 10:00 a.m. to 3:00 p.m. at th Masonic Temple, 1155 Locust Street in Dubuque. Appointments are not necessary but appreciated. Call 319/395-0109 or toll free at 1-800-593-0109. Please help us in getting the

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



ICAA STATE-WIDE TRAINING CONFERENCE

The Iowa Community Action Association (ICAA) held its 2012 Annual Training Conference in June 26-28 in Des Moines. Over 250 people from Iowa's 18 Community Action Agencies gathered for training and inspiration. 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 include: Mary Billmeyer, Pat Clark, Emilie Daniels, Sheila Freiburger, Becky Jenkins, Jim O'Toole, Stacy Weires, Brenda Pregler, and Tom Stovall.



ENERGY ASSISTANCE (LIHEAP)

Liheap and outreach staff have been very busy dealing with households with heat related emergencies. With record breaking heat that the nation has been experiencing this summer, low income families have to deal with the heat in many ways. Electric bills are increasing dramatically with the running of fans and air conditioners, increased temperatures bring on added stress to the family unit. And on top of that, many low income households are still paying off winter heating

bills. Agency staff have been doing their best to help out, especially with the shortage of utility contribution funds. Helping with repayment plans and referrals to other agencies is about the only thing we can do at this time.

We just found out recently that all households that signed up for Lifeline (telephone assistance) through the Energy Assistance Program the last few years will have to re-apply again on their own. It seems the Federal Government is mandating that everyone re-sign up again because of problems with phone companies over estimating the number of customers actually using the program. Community Action Agencies will assist households with the process of getting back on Lifeline Assistance with applications being available and also provide proof that they are eligible for the program. Lifeline gives a \$9.25 reduction in a person's monthly phone bill. Also, Link-up (reduction of telephone connection charges) will no longer be available.



The State of Iowa will again provide additional funds for us to do another supplemental Energy Assistance payment. This payment will be for non-deliverable households only. The award being dispersed will be \$5.00 per matrix point bringing the overall average benefit for the year to \$475.00. This payment, along with the first supplemental payment, is because of the number of households applying for assistance this past winter has dropped state-wide by about 7% and there were funds left over.

Jim O'Toole

LIHEAP & Community Services Program Manager



WEATHERIZATION

The Weatherization Program is undergoing some changes this program year. This year it is the responsibility of the WX staff to do the SHPO “state historic preservation office” reports. This is several pages of forms, photos, site location and maps to obtain a ‘commit’ from the SHIPO office. Potentially this could hold up production on WX jobs.

A new audit will be implicated this year and training will be held in August. The audit dictates what can and cannot be done on a home. There are new ASHREE standards. This is addressing ‘ventilation for indoor air quality’ which means we are adding mechanical vents on our outdoor air.

Always something new and exciting from D.O.E.

Homes Completed:

- April - 10
- May - 15
- June - 6

Mike Strader

Weatherization Program Manager



DUBUQUE COUNTY OUTREACH

Dubuque County Outreach Staff continue to assist clients with utility shut offs, re-connects, water bills, food pantry, hygiene products and the list goes on and on! A lot of time is spent working on agreements with our utility companies for services needed by our clients. During April, May and June, 525 referrals were made to the Dubuque County Food Pantry.



It won't be long before school will be back in session. St. Mark's 2012 Apples for Students will be delivering lots of school supplies to Operation: New View for families that have signed up at the end of spring. This program provides basic school supplies to Dubuque families in need with children entering grades K-5. Thank you St. Mark's!

Once again Operation: New View is busy making referrals to the Telegraph Herald for “Christmas In July.” The Telegraph Herald does a wonderful job by telling the stories that our agency helps. Christmas in July helps us educate viewers that there are needs all year around, not just the month of December.

Mary Billmeyer

LIHEAP & Community Services Program Assistant



DELAWARE COUNTY OUTREACH

This year's annual Iowa Community Action Association Training Conference was outstanding. It was held at the Des Moines Airport Holiday Inn. The conference provided workshops and discussions that benefited the attendees and in turn helped the people we serve.

I trust those who came to the conference found it informative and inspiring. I am part of the planning committee so I am a bit prejudiced, but it seems like the conference gets better every year. I have been privileged to be a part of the conference planning committee for over 10 years. Planning the conference offers the opportunity to network with people across the state and gain knowledge through them. As part



of this event, Operation: New View provided several gift baskets for a silent auction. Our agency was number one in providing baskets to support ICAA (we had a total of 9) and our baskets brought in \$366.00. Congratulations to Operation: New View for the good work.

Good work continues in Delaware County as we take Head Start applications and make every effort to fill the three Head Start Centers in the county.

July 1st we received funding for continuing the Emergency/Crisis Childcare Program. This program helps people with childcare for a short period of time so they can look for work, go to school, or start a job.

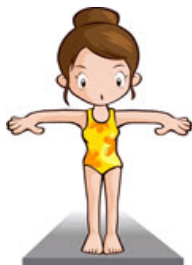


The food pantry requests continue to increase as people become more knowledgeable about accessing the food bank. People are now able to get a food order every month if they need to and there are many people that do need the help.

The first 3 months of this year there were 67 food pantry orders filled. In the last 3 months the number was 99 families with 315 people in those households.

Once again July brought very high temperatures and humidity. We gave out 25 fans, and have had many calls for air conditioners. We also suggested places to go to cool down and passed on information on dealing with hot weather and how to avoid the heat of the day.

Pool passes were distributed for Manchester, Hopkinton, and Earlville pools. 22 families received pool passes this year.



July, August and September are generally a little quieter as far as our work goes. It is a good time for vacations. But you never know what will happen next.

July 24, 2010 was the date the dam in Delhi gave way. The flood that caused the loss of the dam created a

disaster and needs for which we were not prepared. A disaster committee had been created in the prior year but had never dealt with a disaster as big as this flood. The main thing I learned was that we had a lot to learn. The agencies in the county worked well together, but things could have been better organized. Workshops have been developed as an ongoing effort in being ready for future disasters.

The Iowa Disaster Human Resources Council (IDHRC), considered the parent company of the Delaware County Disaster Committee, meets with several counties in our area to address human needs through out the year and lobby to insure supports are in place for response and recovery from large scale events. A workshop called "Donation Management in Disasters" has been set for August here in Manchester. These endeavors are meant to give us information on the best practices in dealing with disasters.

As the count motto goes "Be prepared." My intention is to be prepared to help with something that I hope never happens.

In the meantime, I will enjoy some vacation time, enjoy the quiet before the storm of fuel season, and be prepared for "any old thing!"

Sheila Freiburger

Delaware County Outreach Center Coordinator



JACKSON COUNTY OUTREACH

During April, May and June, the Jackson County Outreach office staff have been busy budget counseling with 37 households; along with assisting 20 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.

23 referrals were made to various agencies for client services; along with 29 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 if 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.

73 households were assisted with hygiene products and 67 households were helped with household furnishings. Twelve households used our recipe exchange, 25 households were assisted through our cooling program, providing them with needed fans. 10 households were assisted with needed clothing and 81 households received nutritional items.

Emilie Daniels

Jackson County Outreach Center Coordinator



HEAD START

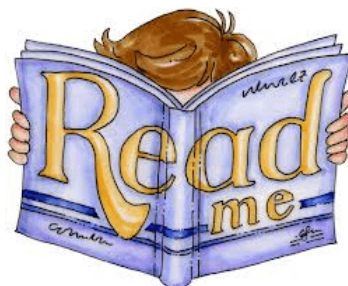
Today is July 3rd and very hot outside! Tomorrow, we get the day off and then back at it. In exactly a month our Head Start continuing grant application is due and that is where some of us are focused. The rest of our central office staff are in the process of enrolling

children for the coming school year. This will be an ongoing process until all of our 284 slots are filled. Then we'll continue to take applications and do enrollments as children and families leave our program. In a typical year, we serve over 320 children. When a child drops from our program, we have 30 days to replace that child and at times it is a challenge. We



are required to maintain a waitlist, but in certain parts of our delivery area the numbers are not always there.

This leads me to ask all of you to please tell people about our program. We almost always have openings in our rural locations. As of this writing we have slots in Dyersville, Hopkinton, Manchester, Epworth, Preston and Maquoketa. We, also, have slots in the City of Dubuque but it is early and we usually do not have any problem filling them.



One thing that we will be doing as the children enter our program is giving them a bilingual picture book that was donated to us by the Read to Me Foundation and the Mystique Casino/Diamond Jo and

the Dubuque Racing Association. We will be receiving 1,000 books sometime in August. The whole purpose of the Read to Me Foundation is to put books in the hands of low income children so that they can discover the joy of reading. It is very rare when we have something like this happen to us and we are just so very grateful that our program was considered.

August will, also, bring training for our staff. Staff will have the opportunity to receive 12 hours of professional development training on August 10-11 at the Mississippi Valley Early Childhood Education Conference. On August 21st and 22nd staff will receive 2 days of pre-service training. Classes are scheduled to begin on August 28th.



The whole month of August will go fast and unfortunately we are short of classroom space, which is problematic. In May of this year, we were notified that our lease would not be renewed at our Locust Street site in the City of Dubuque. In addition to this our hopes of being able to place classrooms at the Engine House #1 site won't be ready until October. This is a reoccurring event for us and it is my hope that

someday soon we will have permanent sites for all of our centers.

May all of you enjoy the summer and collect many memories. Stay as cool as you can.

Peggy Hanniford

Early Childhood Programs Director



CACFP

(Child and Adult Care Food Program)

The CACFP program just filed a claim with the Department of Education, Bureau of Food and Nutrition and School Transportation to bring over \$30,000.00 to providers in Delaware, Dubuque and Jackson counties. This is reimbursement we pay to childcare providers for feeding children in their care a meal or snack that

meets the requirements of the Child and Adult Care Food Program. Those requirements are a serving of bread or bread alternative, fruit or vegetable and a serving of 1% or

skim milk. Lunch and suppers consist of servings of meat or meat alternate, bread or bread alternate, a serving of 1% or skim milk and 2 servings of fruit or vegetables or one of each. Snacks need to consist of two of the four food groups - meat, meat alternate, milk, bread, bread alternate or fruit or vegetable. Providers will use that \$30,000.00 to buy groceries, pay taxes, house payments, utilities, and all of those bills that come due every month! The Child and Adult



Care Food Program is helping childcare providers keep the cost of caring for children lower and helping parents utilize their tax dollars as well as helping the economy here in Iowa. Does your provider participate in the Child and Adult Care Food Program?

Carla Harder

CACFP Program Coordinator



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.**



Have a great summer!