



## NEW VIEW NETWORK



41 Years of Service 1974—2015

July, August, September 2015

The Voice of OPERATION: NEW VIEW COMMUNITY ACTION AGENCY

### FROM THE EXECUTIVE DIRECTOR'S DESK

#### Face Of Poverty

Central Office  
1473 Central Avenue  
Dubuque, IA 52001-4853  
563-556-5130  
[www.operationnewview.org](http://www.operationnewview.org)

Dubuque County  
Outreach Center  
1473 Central Avenue  
Dubuque, IA 52001-4853  
563-556-5130

Delaware County  
Outreach Center  
721 South 5th St., Suite B  
Manchester, IA 52057-0443  
563-927-4629

Jackson County  
Outreach Center  
904 East Quarry St.  
Maquoketa, IA 52060  
563-652-5197

Child & Adult Care  
Food Program Office  
750 5th Street, NW  
Dyersville, IA 52040  
563-875-7452

Being a newbie to Dubuque my eyes are more open to various environments, people and cultures. This process goes along with anyone moving to a different location. I wanted to get an understanding of what poverty looks like in this area. Given the neighborhood that our office is located in I have walked blocks east and west to get a better sensitivity of neighbors. There are various shops, i.e., beauty salons, pawn shops, restaurants and bars that give the impression of a blue collar hrd working neighborhood. A lot of foot traffic along with people riding bikes. We have a Head Start location (Engine House) that brightens the look of the neighboring businesses that has full enrollment which brings parents and other stakeholders to our area. All that being said, there is an overwhelming sentiment in the community that this is the bad part of town and "those people" live here.



Everybody who is poor is overlooked because everybody who is poor in America is reduced to a set of stereotypes. Poverty has many faces. Coming from an urban/suburban area and I'd talk to someone in a nice neighborhood, on the surface they had everything, except they had nothing. They'd lost their job, their house was underwater, they didn't have health insurance, and they were going into bankruptcy. That person is just as much a victim of poverty as someone on Central Avenue in a Dubuque food-bank line.

"Those People," until we all have the opportunity to fully reach our potential our society will never be able to flourish and prosper. All lives matter and we as a community can do so much more in how we converse and approach each neighborhood with a sense of hope.

- David Barnes

## SPOTLIGHT ON



**BECKY JENKINS**  
Fiscal Officer

Becky Jenkins began her journey with Operation: New View Community Action Agency on August 3, 2009, serving as Special Projects Coordinator. She coordinated the agency's Volunteer Income Tax Assistance (VITA), sites as well as promotion and outreach activities for the federal Earned Income Tax Credit (ETIC) program. She also coordinated the agency's financial literacy initiatives and developed community partnerships to conduct classes in the Four Cornerstones of Financial Literacy as well as leading the agency's Poverty Simulations in the community.

She is a member of the board of directors of Alliant Credit Union and serves on the advisory council of Iowa Legal Aid. She serves as the alumni advisory of the Future Young Professionals College Chapter at the University of Dubuque. She is active in the Big Brothers and Big Sisters organization and as a VITA volunteer. She holds a Bachelor of Arts degree in accounting and business administration from the University of Dubuque.

Becky was appointed Fiscal Officer of the agency April 2, 2012. She became a CCAP (Certified Community Action Professional) by the National Community Action Partnership in the fall of 2012.

Becky became a mother April 22, 2015 when she gave birth to a baby boy named Lochlan Lee O'Brien. Lochlan is her and Willie's pride and joy.

Now we come to the part that says . . . Becky has resigned her position of Fiscal Officer with Operation: New View CAA effective August 20, 2015. She has decided

that at this point in her life she wants to be a full-time mother to her son, Lochlan.

Becky, we will miss you and wish you the best that life has to offer. Take care and God Speed.

*Joy Davis*

Administrative Assistant/H.R. Director



## JACKSON COUNTY OUTREACH

During the months of April, May and June we have been busy with assisting many households in crisis situations. We have worked with clients to set up affordable payment plans and prevent disconnection of services. We were able to assist 90% of the clients who came in for assistance. Anyone that we may not have been able to assist we provided information for other organizations that may be able to assist them. Beside, assistance with service continuity we provided pizza to many households of Jackson County. We received about 801 pounds of pizza which went to 139 households. This averaged out to about 6 pounds of pizza per households.



This quarter we assisted 37 households with clothing that was donated to Operation: New View CAA. In the month of June, we had a household that we have previously assisted stop in with a large donation of clothes. The household was thrilled to give back to their community. From this large donation we assisted one individual with two very nice dress outfits that she planned to use for an interview that month. She reported later on that she received the job. It has been great to witness individuals who come in for assistance looking for ways to give back.

In the months to come we are working with Jackson County Community Partnership for Protecting Children on their Family Fun Fest. This event is scheduled to be held on Saturday, August 15th from 11:00 to 2:00. Operation: New View CAA is going to help effectively distribute school supplies that were donated for this event. During previous events school supplies were distributed and gone before many families could even make it to this event. Operation: New View CAA receives a limited supply of school supply donations to be distributed to families in Jackson County. When brainstorming ways to effectively distribute both of our limited supplies we came up with a voucher system. During the Family Fun Fest, any household that did not receive any school supplies, will be given a voucher to stop in and receive supplies from our donations.



*Amy Manning*

Jackson County Outreach Center Coordinator



**DUBUQUE COUNTY OUTREACH**



Again, this year Operation: New View has partnered with American Trust & Savings Bank for a community-wide basic necessities drive. The drive will be held from July 1 through August 1, 2015. You can participate by donating \$5.00 or dropping off at least \$5.00 worth of hygiene products the week of July 20th to Operation: New View or Dubuque American Trust & Savings Bank. New View office personnel making a donation, you may wear blue jeans the entire week! Please join in the effort to help make someone feel good about themselves.

The months of April, May and June Outreach staff referred 408 households to the Dubuque Food Pantry. From June 16 through August 18 the Dubuque Community Food Pantry will supply children ages 1-18 with a sack lunch on Tuesdays and Fridays. The children will need to be present to receive the lunch.

A new program this year for teenagers is the **Beans and Greens Program**.

The Washington Community Gardens need teens to work in the garden, host the produce stand in front of Crescent Community Center on Friday nights and participate in other fun activities. The benefits of Community Gardens are myriad, including producing nutritious food, beautifying neighborhoods, preserving green space, stimulating social interaction, not to mention helping to reduce family food budgets. The Washington Neighborhood Community Garden is the area between 11th and 22nd Streets and Central Avenue and Elm Street. This project is being sponsored by the Washington Neighborhood Development Corporation.



*Mary Billmeyer*

LIHEAP & Community Services Program Assistant



**DELAWARE COUNTY OUTREACH**

Summertime and the living is easy, and work is supposed to be slower paced, however the last few weeks have been busy and the days go by very quickly. We deal with a broad variety of situations. I have to switch my thoughts and deal with each issue when it arises and then try to remember where I was when I was interrupted by the last thing. I am good at multi-tasking, but I am much slower than I used to be!

We have had 19 new families move to our area in the last couple of months. Food is usually the number one priority and gets us introduced and then I take it from there. We took food orders for 43 families with 109 people being served. They were also given information on LIHEAP and Head Start and encouraged to contact us when they were settled.



I received \$2,000 funding for pool passes this year. It came in the beginning of July. I have given out 10 vouchers worth \$65 each toward the purchase of a family pool pass. I am still in the process of trying to contact people who have been asking for help with the pool pass since the end of May. It is a slow process

since phone numbers seem to change a lot more often with cell phones than landline phones did in the good old days.

The next three months Delaware County Outreach will be working with people with problems and trying to forgo disconnections, discuss budgets, and set up pay agreements. I also provide information for housing, emergency services, food stamps, and direct people to programs for the elderly. The Crisis/Emergency Childcare program has been funded again this year. Applications have been approved and pay requests are submitted weekly to pay for the care provided by childcare centers or the in home daycare providers. I continue to complete Head Start applications when people call and want to get their child into Head Start.

These stats for last 3 months reflect what has been going on in Delaware County:

- Assessment & Resolution; A&R needs assessment: 223 households with 656 people;
- A&R Crisis Applications: 88 households with 295 people;
- A&R Customer Advocacy: 74 households with 267 people;
- A&R Vendor negotiation: 50 households with 193 people;
- Alliant Hometown: 56 households with 107 people;
- Black Hills Care: 11 households with 38 people;
- Keep Our Neighbor Warm: 3 households 35 people;

- Emergency Assistance Fund: 10 households with 32 people;
- Client Advocate: 57 households with 84 people;
- Food Pantry: 160 families consisting of 441 people received food as well as information and referrals for "Share the Harvest" and the "Mobile Food Pantry." Share the Harvest, located on 252 River Street, Manchester, is donations of locally grown fresh garden produce distributed weekly. The Mobile Food Pantry has food available the first Thursday of each month, once a month. It is located at the Assembly of God Church.



- Fans: 13 given out;
- Quantaec Energy Kits: 8 given out;
- Head Start: There are 54 spots available in Delaware County for Head Start children that the Head Start Centers have made applications for these families. I have talked with families who have age eligible children and given out the information of what they need to apply. But bottom line is we still need children for our Head Start classrooms. Send them our way!

I am working on quarterly and year-end reports for Emergency/Crisis Childcare and continue to do so, but finding it difficult to get them finished. They keep getting pushed aside for crisis intervention. Sometimes there are not enough hours in a day!

*Sheila Freiburger*

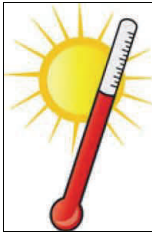
Delaware County Outreach Center Coordinator



If it is detrimental to you emotionally, physically and spiritually, what choice do you have but to let it go and flourish with self-respect.

## LIHEAP (Energy Assistance)

After a rather cool summer so far the heat and humidity finally arrived. And with the heat and humidity, comes requests for fans and help with high electric bills. Operation: New View had recently purchased 200 fans to be distributed to those in need. With the reduction in LIHEAP crisis funding, we had to cut back the amount of fans that we usually get. Hopefully, the heat will subside soon.



Speaking of summer extreme heat, it is the deadliest of all natural occurrences. Heat kills more people than hurricanes, tornadoes, floods and lightning strikes. During a ten year period of records it was found that heat was by far the biggest weather related killer. The following are statistics of people killed by the weather related occurrences:

Cold weather	489
Hurricanes	323
Tornadoes	960
Lightning	1,081
Heat	2,596



You might recall the summer of 1995 when there was over 600 deaths in Chicago due to the extreme heat and humidity. Many of the deaths were the elderly and disabled, succumbed to the extreme weather that

lasted for weeks. In a normal year there are approximately 175 heat related deaths. Young children, elderly, disabled and those with heart and respiratory illnesses are usually the first to get into trouble.. Heat kills by pushing the human body beyond its limits. Under normal conditions, the body's internal thermostat produces perspiration that naturally cools the body. However, in high levels of heat and humidity, that last for an extended period of time, evaporation is slowed and the body must work extra hard to maintain it's normal temperature. The result is often heat exhaustion, heat stroke and death. Many cities have plans in effect now to ad-

dress life threatening conditions such as opening and providing rides to cooling centers, and distributing fans for those in need.

Experts agree that the best thing to do when temperatures are extreme is to try to cool the body down as soon as possible before heat related problems set in. Going to cooling centers such as the library can help. Also drink plenty of water to stay hydrated.

Some interesting tidbits from this past years Energy Assistance program year:

- 29% of Energy Assistance households have an elderly member (60+)
- 48% of Energy Assistance households have a disabled member;
- 22% of Energy Assistance households have a child less than 3 years of age;
- 60% of Energy Assistance households are below 100% o the poverty guidelines;
- 70% heat their residences with natural gas, 18% with electricity, 10% with liquefied propane (LP), 1% with fuel oil, and less than 1% for wood, coal, or corn;
- 60% live in single family residences (house/mobile home) and the rest live in duplexes or apartments.

*Jim O'Toole*

LIHEAP & Community Services Program Manager



**Life isn't about waiting for the storm to pass,  
It's about learning to dance in the rain!!**

**Just because it didn't last forever,  
Doesn't mean it wasn't worth your while.**

## WEATHERIZATION

June 24th & 25th the annual IWAC Retreat was held at the Grand Harbor Resort in Dubuque. Around 50 people from community action agencies from around the state along with state staff attended. From New View attending were: Don Naderman, Ed Behrens and Stacey Oswald. David Barnes attended the session for On Line Bidding. The 24th was a full day and the 25th a half day.

On the 24th there was a session regarding On Line Bidding, presentation by GreenCorp, new products by EFI (Energy Federation Inc.), and a question & answer session on QCI (Quality Control Inspections) by State Staff was on the agenda. The 25th the State Fiscal Staff reviewed DOE reporting, a session on ROMA, and Heat Loss Calculation. A day and a half full of interesting weatherization topics!

For the months of April 1 to June 30th, \$124,834.21 was the total amount spent on all 4 contracts. \$44,339.35 was Administration funds & Support for the agency.

*Don Naderman*

Interim Weatherization Program Director



### LET'S GO GREEN

The Green Iowa AmeriCorps program is a branch of AmeriCorps which focuses on energy efficiency by offering residential weatherizations, energy education and community outreach services. If the household has a member who is considered to be disabled, elderly, of veteran status or the household is low income, there is no cost involved. If a household does not fall under any of the statuses previously listed, the labor is at no cost and the homeowner is asked to pay for materials only, which is at a reduced rate.

Starting August 2014 Operation: New View CAA devel-

oped a partnership with the City of Dubuque and University of Northern Iowa to host the Green Iowa AmeriCorps program. In the past the program has been hosted by City of Dubuque and mainly covered Dubuque County. By Operation: New View getting involved, the Green Iowa, members are able to cover not only Dubuque County but Delaware and Jackson Counties as well as provide energy efficiency to that many more in need.

This year, Green Iowa has had to do very little recruiting for homes as they are able to help Operation: New View's clients and others living in the Dubuque, Delaware and Jackson county communities. From August 2014 to date, the Green Iowa members have been able to assist 93 households with audits and education and have performed 57 weatherizations, which will result in energy savings for the homeowner!



One of our many success stories is about a lady who lived with her daughter. During the audit process, the members found four severe gas leaks which resulted in the energy company having to turn her off for safety reasons and repairs needing to be done immediately. Little did the members know, but this lady had been seeing a doctor for five years because of headaches and would sleep an average of 20 hours a day. This is what our client had to say as a result of the gas leaks being found and fixed. "My thoughts are clearer, and my symptoms are going away I saw on the TV a picture of a house on the news that blew up from a gas leak and I thought 'that could've been me.' My dog and my daughter live in that house. I'm thankful for your guys, you basically saved my life."

Let's Go Green Iowa!

*Amanda Schmann*

Special Projects Manager

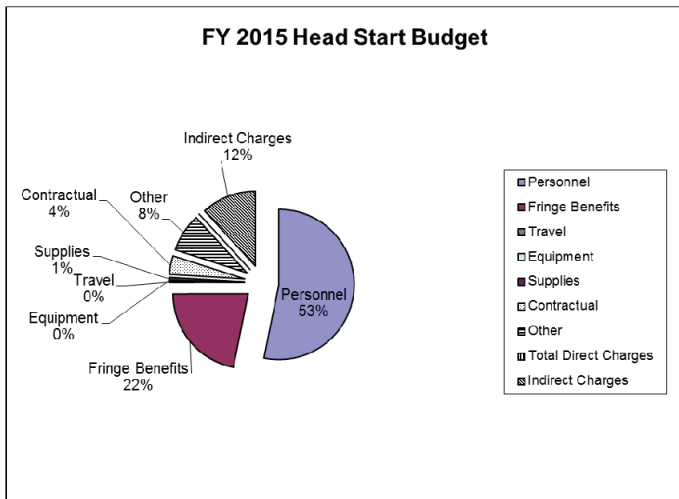


### HEAD START



Another school year is upon us with central office staff working hard scheduling appointments and meeting with families to enroll their child for the 2015 – 2016 school year. We currently have 140 of the 225 children needed to fill our classrooms accepted throughout Delaware, Dubuque and Jackson Counties. If you know of any families with children 3 – 5 years of age on or before September 15, 2015 please have them contact their local Operation: New View CAA Outreach office to complete an application.

Head Start is a federally funded program through the Department of Health and Human Services – Administration for Children and Families. Our grant year runs from November 1 thru October 31 each year. The current annual budget is \$1,797,797. The pie chart shown is the budget breakdown for our current grant year.



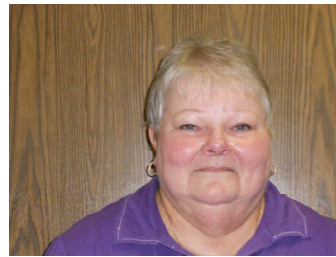
As we move forward into the new school year listed are some statistics about the children and families we served during the 2014 – 2015 school year. We served 257 children from 240 families between August 2014 and May 2015; 49 children left the program after enrollment of which 23 were enrolled for less than 45 days. We served a total of 142 – three year old children and 115 four year old children.

*Brenda Sullivan*  
Head Start Program Director

### NEWS AROUND THE AGENCY

We have some changes coming within the agency in next few months.

As you are aware after reading the first few pages of this edition of the *New View Network*, Becky Jenkins, Fiscal Officer, has resigned her position as Fiscal Officer and will be leaving us. Becky’s last day is August 20th. Drop her a line and wish her well or stop by and see her. We wish her much happiness now and always.



We received another resignation within the past week (actually it’s a retirement). Carla Harder, CACFP Coordinator, is retiring after 30 plus years with the agency. Carla began her journey in September of 1984.

We wish you well Carla. Enjoy being retired! Just think you can sleep in every morning, stay up as late as you want . . . Best wishes from all of us here at New View! Take care. God Bless.

We have a few employees that have experienced some surgery (and hospital) time. Paula Pike, Head Start Team Coordinator and Julie Small, Head Start Cook at St. John’s, are both on that list. We hope by the time you read this that you are up and about and feeling better!

Our Sympathy goes out to the family of Jim Waller. Jim left us the first part of July. His funeral was July 4. Jim was a member of our Board of Directors for many years. He served as a number of chair positions within the board. He is now in a place where he no longer feels any pain. He will be missed!!



**OPERATION: NEW VIEW COMMUNITY ACTION AGENCY**  
**2015 BOARD OF DIRECTORS**

**PUBLIC SECTOR**

<b><u>TERM</u></b>	<b><u>EXPIRES</u></b>	<b><u>NAME</u></b>	<b><u>TOWN</u></b>	<b><u>COUNTY</u></b>	<b><u>REPRESENTING</u></b>
	12/15	Alvin Nash	Dubuque	Dubuque	City of Dubuque, City Mgr. Representative
	12/15	David Resnick	Dubuque	Dubuque	City of Dubuque, City Council
	12/15	Lynn Sutton	Dubuque	Dubuque	City of Dubuque, City Council
	12/15	Tom Hancock	Dubuque	Dubuque	Dubuque Co. Board of Supervisors
	12/15	Wayne Demmer	Dubuque	Dubuque	Dubuque Co. Board of Supervisors
	12/15	Jeff Madlom	Manchester	Delaware	Delaware Co. Board of Supervisors
	12/15	Shirley Helrmichs	Manchester	Delaware	Delaware Co. Board of Supervisors
	12/15	Jack Willey	Maquoketa	Jackson	Jackson Co. Board of Supervisors
	12/15	Buck Koos	LaMotte	Jackson	Jackson Co. Board of Supervisors

**PRIVATE SECTOR**

<b><u>TERM</u></b>	<b><u>EXPIRES</u></b>	<b><u>NAME</u></b>	<b><u>TOWN</u></b>	<b><u>COUNTY</u></b>	<b><u>REPRESENTING</u></b>
	12/16	Peter Soraparu	Dubuque	Dubuque	Dubuque Area Chamber of Commerce
	12/16	Sr. Lynn Wagner	Dubuque	Dubuque	Dubuque Area Congregations United (DACU)
	12/16	Peter Hird	Bernard	Dubuque	United Labor Participation Committee
	12/17	Nancy Dunkel	Dyersville	Dubuque	Dyersville Area Chamber of Commerce
	12/15	Art Roche	Dubuque	Dubuque	Mercy Medical Center
	12/16	Susann Voelker	Manchester	Delaware	Manchester Area Chamber of Commerce
	12/16	Rev. Mary Green	Manchester	Delaware	Delaware Co. Ministerial Association
	12/17	Karen Breitbach	Maquoketa	Jackson	Maquoketa Kiwanis Club
	12/16	Nichole Notz	Maquoketa	Jackson	Maquoketa Area Chamber of Commerce

**LOW-INCOME SECTOR**

<b><u>TERM</u></b>	<b><u>EXPIRES</u></b>	<b><u>NAME</u></b>	<b><u>TOWN</u></b>	<b><u>COUNTY</u></b>	<b><u>REPRESENTING</u></b>
	12/16	Carrie O'Connor	Dubuque	Dubuque	Iowa Legal Aid
	12/	vacant			Teamsters Local #421
	12/15	Amy Cummings	Hopkinton	Dubuque	Head Start Policy Council
	12/16	Steve Drahozal	Dubuque	Dubuque	Community Representative
	12/17	Laura Roussel	Dubuque	Dubuque	Community Representative
	12/	vacant			Delaware Co. Advisory Committee
	12/16	Mary Goedken	New Vienna	Delaware	Delaware Co. Advisory Committee
	12/16	Kathy Kunde	Maquoketa	Jackson	Jackson Co. Senior Citizens
	12/16	Pam Eggers	Maquoketa	Jackson	Jackson County Advisory Committee



**OPERATION: NEW VIEW  
COMMUNITY ACTION AGENCY**



The mission of Operation: New View Community Action Agency is to mobilize federal, state, and local resources within Dubuque, Delaware and Jackson Counties to focus on planning and operating programs designed to eliminate poverty by serving the needs of low-income people and providing them with the opportunities, motivation, skills and knowledge to become self-sufficient  
And to reach their full potential.

**SUPPORT THE EMERGENCY  
ASSISTANCE FUND**

Our agency's Emergency Assistance Fund helps us to meet emergency needs of families in Dubuque, Delaware and Jackson counties on a year-round basis. The fund exists because of the generous contributions of our friends including individuals, families, churches, organizations, and businesses.

Please consider a gift to provide a helping hand to those in need. All gifts in any amount are needed and appreciated. Send your gift along with the form provided below.

Thanking you in advance,

*David F. Barnes*, CCAP  
Executive Director

Have you seen our agency website? Visit us on the web at [www.operationnewview.org](http://www.operationnewview.org)

**GIFT TO EMERGENCY ASSISTANCE FUND**

In order to help provide for emergency needs of individuals and families in Dubuque, Delaware and Jackson counties, I/We make a gift of \$ \_\_\_\_\_ payable to Operation: New View Community Action Agency.

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

Organization \_\_\_\_\_

Send to: **Executive Director  
Operation: New View  
Community Action Agency  
1473 Central Avenue  
Dubuque, IA 52001-4853**



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**Operation: New View  
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 1473 Central Avenue 52001-4853**

Let us know . . .

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My address has changed; please update your list.

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I wish to donate items to the program. Please call me at \_\_\_\_\_.

I wish to have my newsletter sent to me by email at this address \_\_\_\_\_ or  
 send your email address to [jdavis@operationnewview.org](mailto:jdavis@operationnewview.org).

\*\*\* Address changes and additions may also be emailed to [jdavis@operationnewview.org](mailto:jdavis@operationnewview.org).

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