

ANDREW CONNOLLY MAKE A DIFFERENCE DAY 2014

Central Office
1473 Central Avenue
Dubuque, IA 52001-4853
563-556-5130
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

Andrew Connolly Make a Difference Day will be held on Saturday, October 25, 2014 in Dubuque. The project area will focus on assisting senior citizens, handicapped, veterans and others with a helping hand. Services may include both light duty and heavy duty chores around the home, curb appeal and yard work projects outside, socializing and playing games with homebound seniors, simple repairs, and weatherization activities such as applying window plastic or caulking.

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

This will be the 8th year of this huge community service project. To recommend a home for services, or to volunteer your group to help, visit the event website at www.thonline.com/.makeadifferenceday.



MINDFRAME THEATER SUPPORTS KEEP OUR NEIGHBORS WARM

The MindFrame Theater in Dubuque recently presented our agency with a check for \$677.00 for the Keep Our Neighbors Warm Fund. **Steve Thompson** of MindFrame presented the check during our Central Office Open House on May 29th to staff members **Jim O'Toole** and **Mary Billmeyer**.



The money was raised as part of a special ticket sales promotion at the theater. Our thanks to Steve and MindFrame for this generous donation.

JUNETEENTH CELEBRATED JUNE 14TH



Juneteenth is the oldest nationally celebrated commemoration of the ending of slavery in the United States. Juneteenth celebrates African American freedom and emphasizes education and achievement.

This celebration at Comiskey Park, Dubuque, is hosted by the Multicultural Family Center. Included in the day's events were live music, displays, children's activities and food.

Juneteenth was celebrated on June 14th at Comiskey Park. There were activities for the younger crowd, food for all and lots of information from all those who participated in this event. **Stacy Weires** (Dubuque County Outreach Worker) represented our agency. The event was attended by 315 people. A big "Thank You" to Stacy for all her hard work!



O'TOOLE ATTENDS NATIONAL ENERGY & UTILITY AFFORDABILITY CONFERENCE

The 2014 National Energy and Utility Affordability Conference was held in Kansas City, June 18-20. Many interesting and informative speakers and workshops were available during the three day event, highlighted by keynote speaker Dr. George Askew, U.S. Department of Health and Human Services Administration for Children and Families, the department that administers the Low Income Home Energy Assistance Program. Over 550 attended the conference from all 50 states, including Alaska and Hawaii and our neighbors to the north, Canada.

RUSSIANS VISIT CENTRAL OFFICE



On June 11th, the Central Office Staff had the pleasure of hosting a group of six visitors from Russia. The group of leaders was

visiting Dubuque as part of an international exchange program sponsored by the Dubuque Area Chamber of Commerce that connects people from other countries to our community. Our staff spent the morning explaining to our visitors the workings of a non-profit agency and presenting information about the programs operated by our agency. The Chamber provided an interactive lunch period where we discussed and compared the human services networks of our countries.

Our thanks to the Dubuque Area Chamber of Commerce for making this opportunity available to us. Special thanks to Amanda Hohmann, Special Projects Manager, who gave leadership to all of the arrangements and program.



LEADERSHIP DUBUQUE GRADUATES

Agency staff members Becky Jenkins, Fiscal Officer, and Amanda Hohmann, Special Projects Manager, recently graduated from the 2014 Leadership Dubuque Class. This 10-month training program is sponsored by the Dubuque Area Chamber of Commerce and teaches hands on leadership skills as well as information about all facets of the workings of the Dubuque community.



Congratulations to Amanda and Becky! We are all proud of your accomplishments.

HYGIENE PRODUCT DRIVE

To help low-income residents in Dubuque and Delaware Counties with the rising costs of hygiene products, American Trust and Savings Bank is sponsoring a Hygiene Products Drive to assist Operation: New View's outreach efforts.

The drive runs from July 1 through July 31. To participate, drop off hygiene products such as soap, toothbrushes, toothpaste, deodorant, shampoo, etc. at any American Trust location in Dubuque, Farley or Dyersville. Monetary donations are also being accepted to purchase hygiene products. Donations can be dropped off at or mailed to central office in Dubuque.

The current supply is getting very low and the need for these types of products is steadily increasing. Most financial assistance programs do not cover the cost of hygiene products. Low-income residents who are in need of products can stop by the Operation: New View office located at 1743 Central Avenue in Dubuque.

The agency is thankful for partnerships such as the one we have with American Trust and Savings Bank to assist with receiving hygiene products through this drive.



ICAA HOUSING QUALITY STANDARDS TRAINING

Mary Billmeyer (Energy Assistance & Community Services Program Assistant), **Mike Strader** (Weatherization Program Manager), and **Ed Behrens** (WX Evaluator) attended the HCV Housing Quality Standards training sponsored by Iowa Community Action Association prior to the ICAA Conference on July 16. The training was a 20-hour course on how to do visual inspections on rental units to qualify individuals for TBRA and HUD housing.



Included within the course was a 100 question test regarding what the attendees learned. We haven't heard anything about how each of them did on the test. More information on this when we receive it!



JACKSON COUNTY RECEIVES DISASTER ASSISTANCE

Jackson County was declared a disaster area by Governor Terry Branstad because of all the flooding that has occurred. Iowa Individual Disaster Assistance Grant is offered to families affected by flooding with income at or below 200% of the Federal Poverty level. Individuals who meet the criteria can be assisted with replacement or repair of personal property, structural damages, and even temporary housing, if necessary. The maximum amount any household is able to receive is \$5,000.

For additional information regarding this grant, contact Amy Manning, Jackson County Outreach Center Coordinator (563-652-5197).



2014 ICAA CONFERENCE HELD

The 2014 ICAA Conference *Golden Opportunities: Honoring 50 Years of Community Action* was held July 9 - 11 at the Marriott in West Des Moines. A number of excellent workshops were presented. Keynote speaker for the opening session was Sandra Hatfield Clubb, Director of Athletics, Drake University. She spoke on *Inspiring Hearts for Change*.



(continued from page 3)

Those attending from Operation: New View Community Action Agency were: **Stacy Weires**, **Becky Jenkins**, **Amanda Hohmann**, **Brenda Pregler**, **Amy Manning** and **Tom Stovall**.

One of the many highlights of the conference was the extravaganza held on Wednesday evening. The Blue Band performed to everyone's enjoyment and the live auction and silent auction were held. Operation: New View's basket for the auction consisted of a wine rack with a number of bottles of wine (Celebration)! Big thank you to **Amanda Hohmann** (Special Projects Manager) and **Stacy Weires** (Dubuque County Outreach Worker) for putting our basket together! Nice job ladies!



NEW MEMBERS JOIN BOARD

Our Agency Board of Directors recently welcomed two more new people to membership on the board.

Pam Eggers of Maquoketa will represent the Jackson County Advisory Committee. Pam is Program Coordinator for Transitional Housing and Rapid Re-Housing for the YWCA.

Pete Soraparu of Dubuque will represent the Dubuque Area Chamber of Commerce. Pete is Senior Executive President in the Relationship Banking Division of American Trust & Savings Bank.

We welcome Pam and Pete to our agency.



DUBUQUE COUNTY OUTREACH

Dubuque County Outreach staff continues to assist clients with utility shut offs, reconnects, water bills, food pantry, hygiene products and the list goes 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 2014 Apples for Students will be delivering lots of school supplies to Operation: New View for families that 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 sharing the stories of how our agency helps. Christmas in July helps us educate readers about needs all year around, not just the month of December.

Mary Billmeyer

LIHEAP & Community Services Programs Assistant



DELAWARE COUNTY OUTREACH

The next three months Delaware County Outreach will have me working with people to stop 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 and have been working to contact prospective families with Head Start aged children.



Stats for the last three months:

- Assessment & Resolution: A & R needs assessment; 258 household with 717 people.
- A&R Crisis Applications: 69 households with 198 people.
- A&R Customer Advocacy & Vendor negotiation: 89 households with 241 people.
- Alliant Hometown: 45 households with 119 people.
- Black Hills Cares: 34 households with 107 people.
- Emergency Assistance Fund: 4 households with 13 people.
- Client Advocate: 43 households with 113 people.
- Emergency Childcare: 6 families with 24 people.
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- Food Pantry: 165 families consisting of 446 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 in 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: 34 given out and still have about 20 available.
- Green Family Funds and information and referrals were made to 20 families with 50 people in the household.
- Head Start: There are 56 spots available in Delaware County for Head Start children. We have done 20 applications, leaving 34 openings available. I have talked with 19 families who have age eligible children and if they apply that would still leave 15 openings. So the bottom line is we need children for our Head Start classrooms. Send them our way.
- Hygiene products: 33 households for 84 people.
- Pool passes: Vouchers for \$65 were distributed for Manchester, Hopkinton, and Earlville pools. 27 families received pool passes this year. I also negotiated a single pass with the City of Manchester for a disabled person. Thanks you Doug Foley for his help!

Sheila Freiburger

Delaware County Outreach Center Coordinator

JACKSON COUNTY OUTREACH

Jackson County Outreach has been very busy during the 3rd quarter. During the month of April we completed 23 LIHEAP applications. During the 3rd quarter there was a large focus on providing emergency energy assistance to prevent disconnects. Jackson County assisted with providing 213 emergency energy services using ECIP, Black Hills Care, and Alliant Hometown funds.

Our pizza program has been very helpful to families in the Jackson County area. We received 1,483 pounds of pizza this quarter, which went to 121 households. The pizza is donated by Pizza Hut, Godfather's, and Happy Joe's.



Amy Manning

Jackson County Outreach Center Coordinator



HEAD START

Wow, what a difference a year makes! Last year at this time our Head Start program was going through some major changes. The most significant being the Sequestration budget cut to our program for approximately \$92,000 (5.27%). Since that time we have submitted a grant application to the Administration of Children and Families/Office of Head Start to have that money returned to our budget along with an additional amount of 1.3% of our total budget for staff cost of living adjustment (COLA) wage increases. We will use the returned grant money to increase the number of class days for our Head Start children along with restoring the number of weeks center staff work during the school year. Our program will remain serving 250 children in Dubuque, Delaware and Jackson Counties, with 20 children being served in Jackson County, 56 children in Delaware County, 36 children in Dubuque County and 138 children in the City of Dubuque.



Currently we have 108 children accepted for the school year, which means we have 142 slots to fill. As it usually happens, the closer we get to meeting funded enrollment numbers, the harder it gets to find income eligible children. If you know of any families that may be eligible for our **FREE** preschool program, please encourage them to apply at their local Outreach Office

Head Start Management staff is out in the communities visiting newly accepted families to complete the enrollment packets. The first day of Head Start classes will be Tuesday, August 26, 2014. Classroom staff will be returning to work on Monday, August 18 and August 19 for two days of pre-service training and then it is into the classrooms, and getting things set up for the new school year.

Brenda Sullivan

Head Start Program Director



**ENERGY ASSISTANCE
(LIHEAP)**

LIHEAP and outreach staff have been dealing with a number of client disconnect notices from local utilities. We have been seeing very high arrearages on bills. Many are a carryover from this past brutal winter. With the help of utility contribution funds we are able to help out many households alleviate the threat of disconnection. Because of the enormity of some of the bills, a repayment agreement is also usually needed to stay connected. With a repayment agreement, a client back bill is usually divided by a certain amount of months and repaid along with the current bill. Recent rules set forth by the Iowa Utilities Board says the repayment agreement must be affordable to the client, which means repaying the bill can be longer than one year, if needed.

Reports out of Washington have funding for the Energy Assistance Program being close to what it was this past winter. The new program year starts on October 1. Last

year's funding was \$3,390,304,000.00. There is support for a higher appropriation because of this past year's harsh winter and the spike in prices of certain fuels such as propane, but it remains to be seen if that will happen. Members of both the House and Senate have sent support letters to both appropriation committees to increase the funding to levels above \$4 billion. Since it is an election year, final decisions probably won't be made until after the first of the year. More on this as it becomes available.

Low Income Home Energy Assistance federal appropriation the past 5 years:

2010	\$5.10 billion
2011	\$4.70 billion
2012	\$4.37 billion
2013	\$3.39 billion
2014	\$3.39 billion

Note: During the last three years there has not been a contingency (emergency) fund attached to the regular appropriation.

Jim O'Toole

LIHEAP & Community Services Program Manager



WEATHERIZATION

Mike Strader (Program Manager) and **Ed Behrens** (Program Evaluator) attended the Quality Standards Training on July 16 to become HUD housing inspectors. This will aid our TBRA Tenant Based Rental Assistance grant. The training was a 20-hour course with a 100 question test that instructed those attending how to do visual inspections on rental units to qualify them for TBRA and HUD housing.

Mike Strader

Weatherization Program Manager



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Help us keep our mailing list current.

**Operation: New View
 Community Action Agency
 1473 Central Avenue 52001-4853**

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