



NEW VIEW NETWORK

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The voice of OPERATION: NEW VIEW COMMUNITY ACTION AGENCY
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SANTA NEEDS YOUR HELP!!



As the holiday season approaches, Operation: New View Community Action Agency is gearing up to provide a brighter Christmas for hundreds of needy families in Dubuque, Delaware and Jackson counties.

The Santa's Helper Program uses donations of money, gifts, or services from individuals, businesses, and service groups to provide direct assistance to low-income households in our three-county service delivery area during the Christmas season. The goal of the program is to identify and help low-income families needing financial assistance during the holidays.

While need has no season, and this fund helps families on a year-around basis, the need for donations at this time of year is great in order to handle the increased demand for assistance. Please consider making a brighter Christmas for a needy family by adopting them or making a contribution.

We truly appreciate the helping hand provided by the generous donations that we receive. You may send your gift along with the form provided within this edition of the New View Network.

Thank you in advance for your support and best wishes for a happy holiday season.

Tom Stovall, CCAP
Executive Director



\$10,000 DONATION RECEIVED TO ASSIST WITH MEDICAL NEEDS

Again this year, our agency has received a \$10,000 donation from the Green Family Foundation to be used to assist local low-income families with emergency medical needs that they cannot afford.

The Green Family members are former Dubuque residents who now live in California. This generous gift was given by the family to serve needs in their former home community. We are very grateful to the Green Family for this thoughtful and much needed donation.

Over the past six years, the Green's donations have totaled \$74,000 and assisted over 600 local people with medical needs such as dental care, prescription drugs and emergency procedures.



GRANT TO PROVIDE CHILD SAFETY SEATS

The Variety Club of Eastern Iowa has awarded a grant of \$3,500 to our agency to provide child car safety seats to low-income families in our area. The application for the grant was written by social work students at Loras College as a class project.

We appreciate the Variety Clubs' generous donation as well as the Loras students efforts in making it possible.

HEAD START RECEIVES IBM GRANT THROUGH COMMUNITY FOUNDATION OF GREATER DUBUQUE

Our agency's Head Start Program is the recipient of a major grant from IBM given through the Community Foundation of Greater Dubuque. The grant will provide eight (8) Kid Smart Young Explorer units to be used by children at our Head Start classrooms in Dubuque, Delaware and Jackson counties.



Each one of the units is valued at \$2,600. Each computer is equipped with award-winning educational software to help children ages 3-7 learn and explore concepts in math, science and language. Since each unit comes with a bench where two children can sit together, the computer centers can also help children learn important social skills such as how to work together and share. The KidSmart grant program provides many opportunities to encourage an early love for learning that will help prepare children for future success in school.

Our thanks to IBM for this major donation to benefit children from low-income families.



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 23rd. 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.

Maquoketa Area Weatherization Challenge will be on Saturday, October 30th. 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.

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. Sign up your team today!

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.

POVERTY ON THE RISE

The Census Bureau recently reported that almost 44 million Americans were classified as living in poverty last year. We knew 2009 was a bad year for the economy but that's the highest number, with the largest yearly increase, since the government began tracking poverty in 1959. Perhaps the most sobering statistic was the child poverty rate, which now exceeds 20%.

KEEP OUR NEIGHBORS WARM FUND NEEDS YOUR SUPPORT

The 2010-2011 winter heating season is now upon us and many low-income families will be struggling to pay their heating bills and keep their utilities on. The U.S. Department of Energy winter heating forecast predicts that staying warm will cost more this winter. Natural gas prices, are expected to increase along with heating oil and electric.

Many low-income families must spend as much as 25% of their total household income on energy (electric, natural gas, heating oil, or propane). This is particularly the case in households with elderly and disabled people on fixed incomes and families with small children. The crisis is compounded by the fact that numerous low-income households enter this winter owing huge energy bills from last year and already shut off from utility service. Put simply, energy is becoming less and less affordable for low-income families.

Operation: New View Community Action Agency expects to assist over 5,000 low-income households this winter through the Low Income Home Energy Assistance Program (LIHEAP) in Dubuque, Delaware and Jackson counties. Congress has yet to provide funding for this program. The increases in the cost of home energy, as well as everything else in our current economy, puts a large burden on low-income families.

The purpose of Keep Our Neighbors Warm Fund is to supplement this funding gap and provide help to low-income families to better meet their winter energy burden. This specific need-based fund was created in 2005 by the Board of Directors of Operation: New View Community Action Agency and enters it's sixth year of helping people and changing lives.

Donations to the Keep Our Neighbors Warm Fund are truly needed and deeply appreciated. Tax-deductible contributions may be sent to Operation: New View Community Action Agency, 1743 Central Ave., Dubuque, IA 52001. Be sure to write "Keep Our Neighbors Warm" in the memo portion of checks.



CHECK OUT OUR WEBSITE!!

Check out www.operationnewview.org website! It's brand new! It looks great! And there's lots of information for everyone on it!! Take the time to check us out!!!!

SPECIAL PROJECTS REPORT

Two of the three programs I oversee ended on September 30. These programs were funded through the American Recovery and Reinvestment Act (ARRA) of 2009.

Through the Scholarship Program, we were able to help 64 individuals with educational expenses. These expenses ranged from GED registration fees to tuition at local colleges and universities.

The Internship Program placed 16 different individuals with 12 different host employers throughout the community. Individuals were able to learn valuable skills in a variety of fields while sprucing up their resumes once the internship ended.

The Financial Literacy Program was also funded through ARRA, but will have quarterly classes scheduled for 2011. To date there have been five different sessions with 57 individuals in attendance.

Currently I am gearing up for the 2011 tax season! I am recruiting volunteers to help greet clients, prepare tax returns, and tax return reviewers. Please let me know if you or anyone you know may be interested in learning a new skill while contributing to the community. You may contact me at 563/556-5130 extension 14 or bjenkins@operationnewview.org.

I know it's early, but Happy Holidays!

Becky Jenkins

Special Projects Coordinator



CACFP (Child and Adult Care Food Program)

On Wednesday, November 3 at 6:30, at Keystone AEA on Chaney road, Kim Gonzales, RN, BSN, CCNC, with the Dubuque Visiting Nurses Association will be presenting a workshop to Child and Adult Care Food Program participants. Please feel free to join us. Kim always has up-to-date information that is relevant to the Child Care business.

I had to total the number of meals that Operation: New View Home Providers have been reimbursed for the past year starting July 1, 2009 and ending June 30, 2010 for a report for the Department of Education, Bureau of Nutrition Programs and School Transportation. We have reimbursed providers in Delaware, Dubuque and Jackson counties for 86,552 breakfasts; 32,793 AM snacks, 101,204 lunches; 99,941 PM snacks and 20,755 suppers for a total of 341,245 meals. The dollars for all of those meals total \$363,656.03. Those dollars are federal tax dollars that are coming back to our three counties to childcare providers who in turn spend them in businesses right here at home.

Carla Harder

CACFP Program Coordinator



JACKSON COUNTY OUTREACH

In September many calls were received at our office regarding the upcoming fuel assistance program. A few households were beginning to experience furnace problems and needed assistance to either replace or repair same. Some households were beginning to receive shut-off notices from utility vendors, and needed some assistance in setting up payment agreements. Staff spent a great deal of time budget counseling these and other households, and making calls to the utility vendors to avoid shut-offs and to assist with needed utility payments to either restore service or maintain same. Our office once again expects to have more new households apply for the fuel program this season.

Anyone knowing of a household that they feel would qualify for the fuel assistance program, should refer them to our office to make an appointment to apply for that program. Jackson County residents may stop in at 904 East Quarry Street, Maquoketa, or call 563/652-5197 for that appointment process. Applications will be taken until April 30, 2011.

Thirty-two referrals were made to other agencies; along with 29 households receiving regular advocacy assistance. Eight individuals were assisted in July, August and September with needed clothing items and household items. Eleven households obtained recipe packets and 59 households received nutritional items.

In-kind for the months total \$6,364.00 in value for donated items and time donated by volunteers at our office.

Information regarding Operation: New View CAA's and other agency program assistance was made available for client use in 778 instances.

Eleven additional applications were taken for the Jackson County Head Start centers. Anyone knowing of three and four year old children, should continue to refer them to our office for that application process. The program is free to qualifying households.

In August 40 Jackson County children were assisted through the Dubuque Telegraph Herald's Christmas In July project; even through our donations were down from previous years. Through this project, these children headed back to school with needed school supplies and clothing due to our donor's, plus the Dubuque Telegraph Herald's assistance. Our office is very grateful for everyone's help to make this a successful project this summer. This project would not have been possible without our donor's generosity toward others in need.

Emilie Daniels

Jackson County Center Outreach Coordinator



DELAWARE COUNTY OUTREACH

October 1, 2010

October, November, and December are busy months at Operation: New View. Fuel assistance is the busiest program and especially hectic the first month when we serve the elderly and handicapped. As the months progress we also get involved with utility shut off preventions, bargaining to help set up pay agreements to get people reconnected, work with Santa Claus for Christmas, take applications for crisis and emergency childcare, take food and hygiene orders and make referrals for Holiday baskets for Thanksgiving and Christmas. The Delaware County Disaster Recovery committee has hired a part time employee to help with lowans Helping lowans applications and to help me with the disaster applications and the list goes on.

Happy New Year! That was the greeting on October 1st from Jim O'Toole the LIHEAP director. The fuel assistance program, LIHEAP (Low Income Home Energy Assistance Program), officially began October 1st but we have been taking pre-applications since the 13th of September. This year we have to see everyone face to face instead of allowing mail-in applications so we were allowed to get early start. It can be very stressful each year as we start the season but we always do well once we get going.

Speaking of stressful, do you remember where you were on July 24, 2010? I was at home when my daughter called and asked what was going on in Delhi. I was oblivious to what was going on until I turned on the news and heard about the dam. I told her it would not break and technically I was correct, because the dam is still standing, but the road and the support structure holding the water back is gone. So once again I have to admit I really don't know much. But I learned a lot since the disaster began. This has been a stressful time for the people who lost homes and had property damage which included a lot of households in Manchester and Hopkinton. It was also a learning process for the county and everyone involved. Operation: New View helped with immediate emergency hygiene products such as laundry soap, toilet paper, & shampoo and received great support from the community. We are still taking applications for the Disaster Recovery Committee which is local funding support and just recently have heard of another source for assistance, lowans Helping lowans, which requires another application. A case advocate to help people with applications has been

hired. Her name is Leanne VanDyke. We are happy to have her aboard and looking forward to working on the recovery with her. That will help my stress level, but the stress continues for flood victims and others as well.

A big stressor hit Head Start at the beginning of this school year when the Head Start center on Lincoln Street had some issues. Head Start I – Gloria, Julie, and Laurie, spent time in our outreach office doing paper work till they could get into their center. They were here and gone before we knew it, so the stress all fell on them and their task to get their center up and running. Once they were opened for business, the real stress begins with a room full of 3 year olds. There are many things I could not do, and their job is just one of many that I could not handle. Thank God for the people who work in those professions. Early childhood education requires a lot of patience as does childcare.

Crisis and Emergency Childcare helps pay for childcare for a limited number of hours to help people who are going to school or trying to attain or maintain employment. Community Childcare of Manchester and St Joseph's Childcare in Earlville have families that utilized the program as well as some in home day care providers. This program has helped 11 families in the last three months and will continue to help up to 25 families till each family has used 200 hours or less per family or till we run out of funding from Building Directions for Families.

So that's what's happening in Delaware County. May all be well with you and your families going into the fall and winter and I'll talk at you in January.

Sheila Freiburger

Delaware County Outreach Center Coordinator



HEAD START

During August, staff received 7 days of staff development. This is not the norm, but due to our ARRA funding we were able to give them the additional days. One of the things that teaching staff received training on was an updated version of the Creative Curriculum. This is the assessment tool we use

to plan for each child's yearly educational goals. Teachers will start helping parents set up goals for their child during October home visits. During the year, staff will meet with families to review and update their child's assessments booklet. At the end of the year, the booklet will show each child's growth in the developmental areas of social-emotional, physical, language, cognitive, literacy, mathematics, science and technology, social studies, the arts, and English language acquisition.

Before school started, one classroom opened its doors in a different town; one classroom dealt with water damage; and one classroom moved in with another. By the end of September, we replaced classroom equipment; purchased new storage sheds; and purchased much needed classroom and kitchen supplies. The training plus the aforementioned purchases were all due to our allotment of ARRA funding. The funding will be missed.

The past two months have been very rewarding in other ways. The Community Foundation of Greater Dubuque opened proposals for non-profit childcare centers to apply for an IBM Kidsmart Early Learning program. The centerpiece of the program was the Young Explorer, a computer system. We received 8 computers for our program with a value of \$2,600 a piece. The computers are equipped with award-winning educational software that help children 3-7 learn and explore concepts in math, science and language. Staff will be provided with training and technical assistance to help them raise student achievement. Centers receiving the computers were: Manchester 1, Manchester 2, Dyersville, Epworth, Westminster, Locust, Bluff, and St. Mark. Thank you to Brenda Sullivan for writing the grant and acting as project manager. And thank you to the Community Foundation of Greater Dubuque and IBM for awarding us this unique resource.

In addition to the IBM grant, the Variety Club of Eastern Iowa awarded a grant of \$3,500 to our agency to provide child car safety seats to low-income families in our area. The application for the grant was written by social work students at Loras College as a class project. I mention this as Brenda Sullivan, a safety seat technician, meets with families who need a safety seat for their child and gives the parent training on how to properly install the seat. The parent then has to sign a statement stating that they have received the training before the seat can be issued to them.

I want to take a moment to congratulate two of our teacher associates in earning their CDA (Child Development Associate) credential. They are Julie Kintzle and Renee Gerardy. This took a lot of hard work. Congrats!!

We have a big year ahead of us. Our program is up for its Federal triennial review. The review can happen anytime after the start of our new fiscal year, which begins Nov. 1st. In the past, we were notified 30 days in advance. We will not be given a notice this time. They'll just show up!

Enjoy the beautiful fall weather and best wishes for a safe and happy holiday season.

Peggy Hanniford

Early Childhood Programs Director



ENERGY ASSISTANCE

There is still a lot of uncertainty in Washington concerning funding for the Low income Home Energy Assistance Program. While congress is currently on shut down until after November elections, the amount of funding the program will receive varies from \$5.1 billion in the House of Representatives to \$3.3 billion in the Senate. The current Administration reportedly requested a \$3.3 billion also, but also includes contingency funding increases tied to energy prices and severity of this winters' weather. With all this, the State of Iowa Energy Assistance Bureau Chief Jerry McKim, will reduce the current year award level at this time by about 20% from last years levels until a final appropriation is finalized. The Energy Assistance program is funded through the Labor, Health and Human Service, Education appropriation.

Currently, energy prices for deliverable fuels (Fuel Oil and Liquid Propane) are considerable higher this year. A recent price survey by the Iowa Office of Energy Independence says the price per gallon for fuel oil is \$.48 higher and propane is \$.28 higher this year than last. This is a significant increase and it only makes it more difficult for low-income households to meet their energy related needs. On the plus side, the unit price for natural gas is currently at a historic low thanks to the abundance of the availability of natural gas and the record amount being stored. Currently,

about 70% of lowans heat their homes with natural gas.

Energy Savings and Safety Tips from Mary B.

- Install smoke alarms on each floor of your residence and a carbon dioxide detector near your sleeping area. And remember to change the batteries in your alarms at lest once a year.
- Keep gas fired appliances properly adjusted and serviced to assure energy efficiency.
- Keep an ABC fire extinguisher accessible and train family members on how to use it. Keep one in the kitchen for sure.
- Never use an oven or range to heat your home. Dangerous levels of carbon dioxide will result.
- Use the right light bulb wattage for each lighting fixture.
- Keep your utility company phone numbers handy in case of an emergency.
- Train family members, especially children, with basic safety tips.

Jim O'Toole

Energy Assistance & Community Services Manager



DUBUQUE COUNTY OUTREACH

Fall is finally here. The summer seemed to fly by. Even though school has started Dubuque County Outreach are continuing to take Head Start applications. Referrals seem to be up for the Dubuque Food Pantry. Coats for Kids will take place on October 20, 2010 from 9:00 a.m. until 1:00 p.m. then from 2:30 until 6:00 p.m. Again on October 21, 2010 from 9:00 a.m. until 1:00 p.m.

This month Outreach is very busy with Fuel Assistance. Outreach have been making many home visits and going to our surrounding areas to take applications for households that are not able to come into the office.

We are in need of hygiene products, if you can help by donating items that would be appreciated. Many households may be receiving food assistance, but there is no Hygiene assistance besides items that are donated.

Mary Billmeyer

LIHEAP Program Assistant



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.



Thanksgiving and Christmas are no ordinary holiday. It is a time to reflect on one's good fortunes. It is a time to greet family and friends. It is the time to spread the message of love.

Holiday wishes from the Board of Directors and Staff of Operation: New View Community Action Agency.