



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.

Moving Forward 2017



With the fall approaching, we here at Operation: New View are celebrating the new Head Start school year and assisting clients with various needs as the weather gets a little colder. Currently we are going through a face-lift (building-wise) and it is not the most pleasant view when walking through our doors.

Do we as a society change or adapt to world around us? It was a big change when the Board of Directors decided to bring me in from another part of the country to assist Operation:

New View in its mission of eliminating poverty in our tri-county area. Our community is changing every year with demographics, businesses and various other forms of identity switches. Not all things need to be changed but maybe altered.

Our programs have a history of helping those in emergency situations and bringing families a sense of stability in their lives. With our new Strategic Plan coming, we are making sure that the current needs of the community are being met with the funds we receive. We are fortunate to receive funding that allows us to alter programming to meet the needs in our local service area. The Community Services Block grant allows us the opportunity to alter and improve services in many ways and with that flexibility, we are able to accommodate current residents with programs that have not been implemented or improve the programs we are currently administering.

Change is not something we want to do, but sometimes it is something we have to do. Operation: New View had its Board Retreat and Strategic Planning meetings over the summer. I am pleased with the Board involvement and staff participation that gave way to great ideas and thoughts on where we are and where we want to be. Moving forward I feel we are in a good place to make needed changes and keep the level of great customer service that the community has come to appreciate.

—David Barnes,
Executive Director

SUMMER RECAP 2017

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Central Office 1473 Central Avenue Dubuque, IA 52001-4853 563.556.5130	Dubuque County Outreach Office 1473 Central Avenue Dubuque, IA 52001-4853 563.556.5130	Delaware County Outreach Office 721 South 5th St., Suite B P.O. Box 443 Manchester, IA 52057-0443 563.927.4629	Jackson County Outreach Office 904 East Quarry Maquoketa, IA 52060 563.652.5197	Child & Adult Care Food Program 705 5th Street, NW Dyersville, IA 52040 563.875.7452
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Head Start is Back in Session!

The Head Start 2017-2018 school year officially began at the end of August. Prior to classroom staff returning, central office staff were busy processing applications, enrolling children, and participating in local fairs, parades and other community events. Our program funding is through the Department of Health and Human Services –Administration for Children and Families to serve 225 children. We currently have openings in Delaware and Dubuque County. Please contact your local Outreach office for further information.

In December 2016, we received notification of our grant approval for \$108,539.00, which has allowed our program to increase class hours at five Head Start classrooms. Our Manchester, Maquoketa, Dyersville and two Dubuque classrooms (Westside, located on Pennsylvania Ave. and New View, located south of Dubuque in Key West) now operate 7 hours per day Monday thru Thursday with increased class days from

134 days per school year to 145 days.

Our Head Start program currently has two Teacher positions open and two Teacher Associate positions. For further information on these openings, please visit : www.operationnewview.org .

We would like to say thank you and congratulations to Linda Shelton on retiring after 30 years of Service to Head Start in Delaware County along with Jenny Atkinson who also retired after 29 years of service in Delaware and Dubuque counties.

CONGRATULATIONS to our very own, New View Head Start Teacher, Kari Williams. Kari is receiving recognition at the Early Care and Education Fall Institute in Altoona on September 23, as the Iowa Association for the Education of Young Children 2017 Educator of the Year.

Brenda Sullivan,
Head Start Program Director



Everybody's Museum Membership

Everybody's Museum Membership is a new program being offered to all Dubuque County families qualifying for fuel assistance (LIHEAP) through Operation: New View (as well as other programs including SNAP, Title XIX, HCV, etc.). Qualifying families receive a free unlimited admission membership to the National Mississippi River Museum & Aquarium as well as the Mathias Ham House. Free memberships are renewable every six months.

Applications are available at Operation: New View in Dubuque or at the Museum box office. Questions should be directed to:

Melissa Wersinger,
Membership and Youth Group Manager
563-557-9545, ext. 213





Dubuque County Outreach

The Summer of 2017 had the Outreach Team in Dubuque busy assisting households with utility disconnections and emergency services. 650 referrals were made to the Dubuque Food Pantry from June 1 through August 31, 2017 as families find it especially difficult to stretch their food budgets when children are out of school.

A big thank you to Mercy Pharmacy and American Trust and Savings Bank for donating hygiene items for distribution in Dubuque County. With Energy Crisis Intervention Funds, Operation: New View was able to assist three hundred households in staying cool in the hot summer months with fans and air conditioners.

Mary Billmeyer,

Community Service & Energy Assistance Program Manager



Weatherization+Health is a free home performance program provided to qualifying households that:

- * Protects your health and safety
- * Makes you happier and more comfortable year-round
- * Creates good paying green-collar jobs in our community
- * Helps stimulate the local economy
- * Puts utility savings back in your pocket every month

We invest thousands of dollars (on average) – at no cost to you – to assess your home’s health, safety and energy performance using the latest technologies and testing systems. Then, we determine which improvements can help you the most, purchase and install them for you to deliver the health, safety and cost-saving home improvement benefits you deserve.

All LIHEAP recipients qualify for this service. Service is prioritized through a need assessment of household income, energy burden and other considerations. Operation New View will contact households when they achieve priority status.

When we call, please respond in a timely manner to ensure your free, valuable service.

Tony Wernke,
Contract Compliance Director

For more information on the Weatherization+Health Program, give your local office a call!

Upcoming Dubuque County Events:

Coats for Kids is a program to help kids have warm coats for the winter months.

St. John Lutheran Church
1276 White St.

Wednesday, October 25, 2017

9 am–12 pm and 2 pm–6 pm

Thursday, October 26, 2017

9 am–12 pm

The **LIHEAP** program helps people with a one-time payment towards winter heating costs.

Applications will be accepted beginning October 2, 2017 for the elderly and disabled population and November 1, 2017 for the general public from 8 am to 5 pm, Monday through Friday.

Please call the Dubuque County Office to schedule an appointment at:

563-556-5130

Jackson County Outreach



This summer buzzed with excitement. We thank the Jackson County Board of Supervisors for carpeting our office. This has enhanced the warmth of office space and put many smiles on our clientele's faces. Please stop by and see us soon. You are sure to notice the wonderful change.

Teachers Ms. Susie, Ms. Renee and Ms. Bev along with our cook Ms. Whitney have returned from summer break to staff our Head Start Preschool Program. All twenty students are enrolled and ready to learn. We are certain their futures are bright and are excited to see all they accomplish this year. As always, we will continue to take applications for this program throughout the year to place your preschooler on our waiting list.

Outreach staff participated in several events throughout the community during summer months. We provided a face painting activity during National Night Out. It was fun to gather with families to meet local law enforcement, enjoy a meal and participate in activities. Our team provided kids tattoos, Operation: New View cinch sacks and pens/pencils at Family Fest. Green Iowa distributed energy kits and spoke to attendees about the importance of weatherizing their home. Lastly, we greeted participants at the Maquoketa Food Bank sharing information about the upcoming LIHEAP season as well as weatherization opportunities. You will see our team at the food banks in Preston and Sabula within the next few months. Stop by our table and get some information.

We thank the following organizations/businesses/individuals for helping 276 students return to school with much needed school supplies and backpacks. This would not have been possible without your generous donations. Amerigroup, Rockwell Collins,

Dollar Tree, United Church of Christ, Prevent Child Abuse Council, Sacred Heart Church, Maquoketa Optimist, US Cellular, Jeff and Ronelle Clark, Kim Carr and Lynn Bopes.

As you all know, individuals/families living on fixed and low incomes face many challenges during all times of the year ~ but summer months can be daunting. Many people benefitted from our Pizza Program. This program assisted participants with additional food items because of our partnership with Godfathers, Happy Joes and Pizza Hut. These local restaurants donated over 3,000 pounds of pizza throughout the year ensuring those in need would not go hungry.

Thank you Jackson County. Your invaluable time, generosity and giving spirit continues to help our participants grow and thrive in many ways.

Ronelle Clark,

Jackson County Community

Services Coordinator

Upcoming Jackson County Events:

The **LIHEAP** program helps people with a one-time payment towards winter heating costs.

Applications will be accepted beginning October 2, 2017 for the elderly and disabled population and November 1, 2017 for the general public from 8 am to 5 pm, Monday through Friday.

Please call the Jackson County Office to schedule an appointment at: 563-652-5197

Delaware County Outreach

thank you!

Where did the summer go? The Delaware County office was very busy with advising/assisting folks with their utility bills. Disconnects were at an all-time high. Many families needed assistance getting reconnected and setting up payment arrangements. The LIHEAP seasons begins in October and that will be a big help to our families.

With children being home from school, the food bank is especially busy bridging the gap in food budgets. There was added help for our families this year from the Summer Food Program at the West Delaware Elementary School that provided free breakfast and lunch from July 17 thru August 11. The program averaged 100 children/teens per day with a high of 153 participants. Our families greatly appreciated this new program.

The Pool Pass Program received a grant from the Small Miracles Endowed Fund. This generous donation assisted families with a reduced rate for a pool pass to one of our three county pools. 22 families and 75 children benefited from this grant. Going to the pool is an excellent way for families to exercise, socialize and spend quality time together. Thanks again to the Small Miracle Fund for making this available to our families.

Summer is always a busy time for Head Start applications, with parents wanting to get their 3 and 4 year olds into this amazing program. Delaware County has two Head Start Centers, one in Manchester and one in Earlville. Applications are still available at ONV.

The West Delaware Back to School Fair was held August 9, 2017, 134 families and 281 kids participated. This was a great opportunity to discuss all of ONV's programs and

get to know our community even better. Congratulations to the folks who sponsored such a beneficial event. The Fair is greatly appreciated by the families. Wal-Mart donated backpacks to ONV. If your child still needs a backpack stop by to pick one up.

Our gratitude goes out to the individuals, churches and organizations that partner with Operation: New View through donations and support. Thank you for helping us help others!

Deb Hamblin,

Delaware County Community
Services Coordinator

Upcoming Delaware County Events:

Operation Santa Claus forms will be available starting October 9, 2017

If your family needs help with holiday gifts for your children, please stop and fill out a form. Forms must be returned by October 31.

Coats for Kids

Friday, November 3, 2017

9AM to 4 PM

Manchester ONV Office

721 South 5th Street, Manchester, IA 52057

We normally have coats in all sizes, mittens, gloves, scarves and other winter items.. The coat room remains open all winter.

The **LIHEAP** program helps people with a one-time payment towards winter heating costs.

Applications will be accepted beginning October 2, 2017 for the elderly and disabled population and November 1, 2017 for the general public from 8 am to 5 pm, Monday through Friday.

Please call the Delaware County Office to schedule an appointment at: 563-927-4629

What is CACFP?

The Iowa Child and Adult Care Food Program

CACFP is part of the Federal School Lunch Program and is available to registered child development home providers. Participants are paid for serving healthy meals and snacks that meet the nutritional guidelines that are set forth by the USDA. This is a very beneficial program to both the home day care provider and the children that are in care, in that a portion of the cost of food the provider buys is partially compensated by reimbursement, and that the children are receiving nutritious meals and snacks throughout the day.

The state education or health department administers CACFP in most states. State agencies then approve sponsoring organizations such as Operation: New View to operate the program on a local level. All family home day-care providers and centers are required to have a sponsoring organization such as a community action group, nonprofit organizations and churches. CACFP is available to children age 12 and under, migrant children age 15 and younger, functionally impaired adult participants or adults age 60 and over who are enrolled in an adult day-care center and also youths through the age of 18 in after-school programs in needy areas and homeless children through shelters that operate the program.

Operation: New View's role is that of overseeing the home day-care facet of CACFP. Home providers are required to attend a minimum of 2 hours of nutrition training each year provided by the Coordinator. At least 3 training options are provided each year. Also 3 home monitoring reviews are done by the Coordinator during the fiscal year which includes provider technical support, nutrition training or nutrition activities at each review. A review is also completed during a meal time for observation and training.

Each day more than 2.6 million children participate in CACFP nationwide. In the ONV service area of Dubuque, Delaware and Jackson counties approximately 42 providers have served 600 children over 145,000 meals in the last year.

Robin Klima,
CACFP Program Coordinator





Dear Community Members:

Operation: New View Community Action Agency has been helping the people of Dubuque, Delaware and Jackson counties since 1974. Our mission is to mobilize local community resources 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.

Our core programs are funded by Federal, State and Local funds, however the need in our community for resources outside the guidelines of the programs we administer requires us to establish “emergency funds” to help with everyday needs such as hygiene supplies, holiday assistance, emergency medical assistance and so much more. To give an example of the volume, in 2016, our various programs served more than 13,000 members of our community.

The Head Start Program provides “free to the families” Pre-School for income eligible families of three and four year old children. Head Start is in constant need of new classroom equipment, supplies and funds for educational activities for the children including field trips. Our 13 Head Start Classrooms serve 225 children annually.

Please consider a donation of any size to one of our programs using the form below.

Sincerely,

David Barnes, Executive Director

I would like to donate \$_____ to the following program(s):

Emergency Assistance Hygiene Christmas Program Head Start Agency Choice

To receive a receipt for your donation, please complete the information below:

Name _____
Address _____
City, State, Zip Code _____

To be added to the ONV CAA Quarterly Newsletter, check here _____

LIHEAP Season is Upon Us

The Low-Income Home Energy Assistance Program (LIHEAP) is designed to assist low income families meet the cost of home heating. Applications are accepted on a first come/first served basis at Operation: New View Community Action Agency from November 1, 2017 through April 30, 2017 (October 2, 2017 for households with elderly/disabled member), Monday through Friday, 8:00 am to 5:00 pm.

Operation: New View Community Action Agency Outreach Workers will be setting up remote locations in many towns to serve individuals who are unable to travel to the Outreach Offices, please visit operationnewview.org for a calendar of remote sites coming to your town.



Dubuque County 563.556.5130 Delaware County 563.927.4629 Jackson County 563.652.5197

Operation: New View Community Action Agency is an equal opportunity provider, employer and lender.

Operation New View: Action Agency

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