

UDMO Program Director's Report April 2021



Executive Director - Jamey M. Whitney

It is nice to see the snow melted, the grass growing and the leaves budding out on the trees. We are fully into a new year with new changes on the horizon. We have a lot of exciting things that will be happening over the next several months including new programs and new initiatives. We are going to be very busy! Let's start by discussing what has been going on over the last month!

STAFF/HUMAN RESOURCES

To start the report off, I do wish to extend the warmest of welcomes to all of our new staff that were brought on over the last couple of months. We truly appreciate the opportunity to have you as part of the UDMO family. I also would like to wish all of the individuals, moving on to different job opportunities, the best in their new journey. See George's report for a complete listing.

As George has eluded to in his report, we have been soliciting various insurance agents for qualifications to look at quoting out our agency insurance policies such as general liability, workers compensation, vehicle, D&O, and facilities insurance. Other than health insurance, we spend an exceptional amount on insurance and want to be sure we are getting the best coverage at the most reasonable cost. As we move forward, we will share with you the results of our search.

GRANTS

We only have a few grant items to share this month. The first item is a first for the board which is a **Notice of Award for the Head Start grant 07CH010845-03-00**. This notice is for the **3rd year of funding of a 5 year cycle** which will end on 02/28/2022. The **total amount of this award \$6,009,731 with \$5,322,032 for direct program costs and \$687,699 in indirect costs**. The **In-kind match for this grant is \$1,502,433** bringing the entire funding for the program year to **\$7,512,164**.

The second item in this group is Iowa Department of Human Services Renewal of **WRAP Contract #ACFS 21-017 in the amount of \$378,000 for FY2021**. The funds will run from July 1, 2021 through June 30, 2022 and will provide child care funding for Palo Alto, Clay and Buena Vista and Osceola counties for full-day care. This is an automatic renewal.

The next item is **Weatherization DOE-21-16 award for services in FY2021**. **The money covers the months of April 1, 2021 through March 30, 2022. This will need-board approval.**

The next two items are for the FY2022 program years for the outreach centers in **Wright County (Wright County Funding Letter—\$14,062) and the community of Estherville (City of Estherville Utility Funding—\$7,500)**. **We thank them both very much** and want them to know it will positively affect the lives of low-income customers in their respective communities.

The final item is the **Iowa Rent & Utility Assistance Program**. As discussed last month, the State of Iowa and the federal government has provided \$195 million in rent and utility assistance through the Federal Emergency Rental Assistance Program. The program, known as the **Iowa Rent and Utility Assistance Program**, may provide eligible Iowans

Executive Director's

Report 1-3

Human Resources 4

Operations 4

IT 5

FaDSS 5

Sail 6

CACFP 6

Housing 6

Hand In Hand 7

Weatherization 7

Early Childhood 8

WIC 8

KIDS 9

Compliance/Reporting 9

LIHEAP 10

Outreach 11-13

assistance for a period of up to twelve months. The program will provide past due payments for costs incurred no earlier than March 13, 2020. Also, renters may apply for up to three months of future rental assistance at a time. In addition, the program will provide Utility Payments for electricity, gas, propane or fuel oil, water, sewer and/or trash removal of costs incurred no earlier than March 13, 2020. The program can provide **UP TO 12 MONTHS OF COMBINED ASSISTANCE** and eligible renters may apply for rent assistance only, utility assistance only or both.

If you know of anyone who may be interested in the service, they will be able to apply online. UDMO will be assisting with the process to insure that the applicants have all of the available documentation that is required by the Iowa Finance Authority (IFA). Landlords may apply on behalf of tenants meeting the eligibility requirements, so long as the tenant cosigns the application, the landlord provides documentation to the tenant, and the payments are used to satisfy the tenant's rental obligation to the owner. We are hoping to see a final contract before the end of the month.

PROGRAMS, REPORTS & REVIEW

The first three items that need to be covered have to do with the Head Start program. The first item is **ACF-PI-HS-21_02 45 Percent of Slots this Program Instruction** explains the requirement that **Head Start programs must insure that 45% of its slots/enrollment must receive at least 1020 hours annually in services per child.** The second item, **ACF-IM-HS-21-01** is an **Information Memorandum outlining Fiscal and Administrative Flexibilities to reduce burden for financial assistance due to COVID-19.**

The final Head Start item is the **NHSA Support Letter on BLM. I was moved to see this letter come out giving voice to the frustration everyone is experiencing due to the racial injustice and the killing of another man of color by law enforcement. I for one support the National Head Start Association for taking this position and pray that we will give this issue its due and change the systemic racism we seem to be so accepting of in this country. Regardless of how one feels about this, we all have to agree that this violence and killing must stop!**

In the month of March, The Bureau of Nutrition and Health Services from the Iowa Department of Education conducted a **CACFP Management Review Summary.** During that review, they identified a few items that needed to be corrected. **All of these items were corrected prior to March 18, 2021 which was the closing of the review. Therefore the review was considered closed.** I want to congratulate Becky Carlin our CACFP Home Monitor and the fiscal department for a job well done.

On **May 3-4, 2021** representatives from the **Department of Human Rights-Division of Community Action Agencies will be conducting a CSBG Program Review & Org Standard Assessment.** This will be a virtual process due to the pandemic. Attached in your packet is a preliminary list of items that we needed to answer to prepare for the review. We will share with you at next month's board meeting the outcome of that review.

Included in your packet is **Information Memorandum the Office of Community Services-Administration for Children & Families regarding the use of CSBG Resources to Support COVID-19 Vaccinations CSBG-IM-2021-161.** It simply states that CSBG funds can be used for the purpose of promoting individuals to get their COVID vaccinations and encourage CAA's to provide resources for disadvantaged populations to overcome barriers to accessing these vaccinations.

The next item, **SAIL Program Standards Summary and Guide FY2021,** is an update to the program standards. As you may recall, our SAIL program is modeled after the FADSS program, but provides home visiting for individuals and families who are financially eligible for CSBG services up to 200% of poverty level. We do have quite a waiting list for the program and will be discussing the possibility of expanding the program.

Included in your packet is the **LIHEAP FY2021 Application Analysis.** We receive this from the State office and the number of LIHEAP applications UDMO and her sister agencies have collected through February 2021. **1 out of 16 agencies are behind in applications as compared to a year ago at this time.** As you can see, we in a period of up to twelve months are down 12% in applications approved and 10% in applications taken. Though LIHEAP season is pretty much over, we will need to improve our efforts for next year. **I am sure COVID**

restrictions have played a big part in this, but this will only force us to think outside of the box for next year!

The next item is the states response to our response to **the FY2020 Weatherization Administrative Program Monitoring**. They found our response provided by Kyle Dietrich, Weatherization Director, acceptable and closed the review. Great job to Kyle and his team for the excellent work they do!

Enclosed in your packet is a **letter from the Iowa Finance Authority** informing us of the **up and coming monitoring visit of our Emergency Solutions Grant program on May 27, 2021**. It appears they will be going to our Fort Dodge office. They provided an extensive list of program documentation they need us to scan and place in an accessible location on the server for review. I am certain that we will have a successful review.

The final item is the **Strategic Plan Updated Dashboard**. What I ask is would you please take the time to review this prior to our board meeting as Kayla will be there to review it and answer any questions you may have. Kayla's plan moving forward is to provide a dashboard report quarterly.

The next item is informational. With all of the various programs we have and the major differences as far as eligibility, we felt it necessary to provide you with the **2021 Federal Poverty Guidelines**. **Most of these are accurate with one caveat. The state and/or federal government has temporarily changed eligibility thresholds for some of the programs such as LIHEAP (200%) and CSBG (200%) due to the COVID crisis.** We do anticipate at some point for these to back down to their respective levels of 175% and 125%. However, there are efforts at the federal level to keep them at 200%.

With respect to **Roosevelt Building Progress**, we have everything submitted to the feds and are waiting to hear from regional office on the approval and release of the funds. We were told to submit a form called 429B which is a Real Property Status report. Interesting point is a lot of this information has already been provided in the **1303.44 Facilities Checklist**. As far as sale of the property, at the time of this report being written, the attorneys are working to update the abstract so they can produce all the necessary closing documents. I know that Deer Creek and their contractor Eagle Construction are patiently waiting for this to be completed so construction can begin.

OTHER

I provided an informational item. The Federal Emergency Management Administration is providing financial support to individuals/families who have lost loved ones to COVID. The attached information describes how they can get an application for assistance funeral expenses (**FEMA COVID-19 Funeral Assistance Applications**). Individuals who have received assistance from a provider are not eligible for reimbursement.

We will be holding our **Annual Meeting** next month along with our regular board meeting. **If the board would like to forego the Annual Meeting, you will need to vote on it this month.** We will have copies of our annual report available and will send them out prior to the May meeting. I do hope everything will be back to "normal" next year so we can hold our Annual Meeting/Dinner for 2021.

One final item regarding **Diversity, Equity and Inclusion**. We discussed putting together a committee to develop trainings, policies and/or positions that UDMO will use as we move toward establishing a diverse, equitable and inclusive organization. We are currently working to identify outside consultants to work with us in meeting this comprehensive goal. We have identified a committee of staff and board members who will serve as our liaisons as we navigate this journey. **Those who will be part of this committee include: Jamey Whitney, Alisa Schlieff, Kayla McKinney, Julie Edwards, George Wigen, Dawn Hoffman, April Kelley, Dawn Dahm, Becky Carlin, Jerry Kloberdanz, Nick Carlson, Glenn Bohmer, Jacquie Kehoe, Janine Huss and Hali Cody.** This is a huge undertaking and has multiple facets. I for one am excited to be taking on this venture and look forward to working with this initial committee. Based on the discussions that I have been involved in to date, this may take some time and the committee will change as we move forward. All UDMO, Inc. staff and board members will be involved at various points by sharing information and providing feedback. I encourage everyone to please be involved as this process moves forward. Thank you for allowing me to be part of this process and know we are all committed to this positive change!

In my February Board Report, I reported we were seeing a decline in Covid related leaves. Unfortunately, we saw a drastic increase in the month of March. With that being the case, the Board approved extending Covid benefits through September 30th. With this extension, comes a “re-set” of every employee’s 80 hours of available paid leave.

We have reached out to three agents to complete RFP’s for our Workers’ Compensation and other liability insurances. Our Executive team will be evaluating these RFP’s and be deciding on an agent of record by May 1.

Our agency has successfully completed Sexual Harassment training in which we require training every two years.

We had the following new hire (s) for the month of March:

Substitute Teacher	Storm Lake
Assistant Teacher	Milford
(3) Assistant Teacher	Storm Lake
Teacher	Storm Lake
Custodian	Emmet Head Start
Home Based Teacher	Storm Lake
Food Service Personnel	Milford

We had the following separate employment in the month of March:

Home Based Teacher	Jefferson
Assistant Teacher	Milford
EHS Teacher	Storm Lake
Outreach Aide	Clay Co.
Substitute Teacher	Sheldon



Operations Director– T.J. Thayer

With weather getting warmer it has taken the work load off of the Roosevelt boiler. We have been working with Midwestern Mechanical to get some work done once the boilers are drained and opened up for the summer. McGinness out of Des Moines will be the ones to come and shut down the boilers and get those all cleaned up.

With LIHEAP moratorium ending April 1st outreach is preparing for the volume of call to increase. Otherwise with the warmer temps outreach has been able to get everything caught up and things put away. Some of the outreach offices have been able to upgrade their storage shelving and rearrange the pantry.

- Meeting with Alisa, Jamey, and Kayla
- Outreach meeting
- Roosevelt walk through for fire code
- Continued conversations about conference room at Roosevelt
- Brought into the conversation about new key fobs for a number of UDMO locations
- I am filling in as staff takes vacations or needs time off.
- I continue to be available for staff at outreaches on food days.





Current projects:

Head Start phone upgrades and replacements at Jefferson, Gingerbread and Roosevelt have all been completed. Staff training is in progress.

A part of the Head Start phone and security upgrade was to introduce RFID coded key cards to replace the actual keys to access the buildings. Card readers have been installed on the building doors at Gingerbread, Jefferson, Roosevelt and Central Office since there are quite a few staff that do access the Central office building. When the RFID card is swiped at the reader the door is triggered to open allowing access to the buildings. Each site can have a unique schedule assigned to a card allowing staff specific access to all buildings, one building or a combination of buildings and times. Central Office will be implementing their card reader system first with the other locations to follow quickly.

The No Boundaries students that are working on our website are making huge progress. We are excited to see their finished product by the end of the school year. Kayla and I will then spend some time over the summer tweaking anything that we feel needs attention with a projected roll out of Fall 2021.

WIC computer updates: Updating software is monitored weekly and updates are completed on non-clinic Fridays.

Computer recycling is on going and we are currently waiting for a delivery date from our recycler due to Covid and his staffing availabilities.

Staff support calls and e-mail requests arrive daily and are addressed as they are received.

Please remember to share our Twitter presence with as many interested parties as you can: @UDMO_CAA

Our Board packet is now being delivered to board members via an FTP site that we are hosting. Board members will receive an email each month letting them know when the packet has been posted and supplying them with the link to access it. That link is: <https://pydio.udmo.com:8082/pydio/>

FaDSS– Alisa Schlieff,

Counties: Webster, Wright, Hamilton, Humboldt, Palo Alto, Emmet, Buena Vista and Pocahontas

Numbers Served



Number of Families Served:

March 2021

for March 2021 70 families

Year to Date Families Served:

July 1 ,2019 to March 31, 2020: 116 families

Current Changes

Current Changes in Program/Services

Current Changes in National and/or State Trends

No changes

Current Events:

Sandra is the single mother of 3 young children. Sandra moved to Fort Dodge from North Carolina and signed onto FaDSS. Sandra moved to Fort Dodge to get away from her abusive husband. Sandra underwent numerous years of physical and emotional abuse. Sandra decided that she had, had enough and was leaving. She had her daughter in the car seat and went back in the house to get her sons and was met at the door by her mother in law. Sandra was lead back to her car with a gun to her head by her mother in law and was only allowed to leave with her daughter. When Sandra moved to Fort Dodge, she only had the few items that she was able to get out with, homeless, broke, had no support system and was not allowed to take two of her children with her. Sandra has not spoken to or see her sons she left. Sandra is now fighting for custody of her sons with assistance from Iowa Legal Aid. Sandra has found housing for her and her daughter and is also now working full time and off of FIP. Sandra is a very strong and determined woman.



Counties: Webster, Wright, Hamilton, Humboldt, Palo Alto, Emmet, Buena Vista and Pocahontas

March 2021

Families for March 2021	43
Families served for October 1, 2020-March 31, 2020	81
Families exited from the program for March 2021	9
Families exited from the program Oct 1, 2020-March 31, 2020	39
Families that were assisted that are not currently working with SAIL	4



Sidney and Sally were homeless living in a friend’s car in a garage. They found an apartment and UDMO Housing Director was able to pay rent and a deposit. Sidney’s mom flew in from another state and bought the kids a car. UDMO was able to get a couple vouchers for furniture and household items. They both have part time jobs at Pizza Hut. We have done their budget, with housing assistance, LiHEAP, SNAP and Medicaid they will be able to make it each month. Sidney is looking for a full time job with benefits, he is only 19 without much experience. Sally is 3 months pregnant so she will stay with the part time job. She is receiving WIC and is utilizing Community Health for baby items.

I have been working with a deaf individual after his place of employment closed permanently. He worked 25 years for Shur-Co and was needing help filing his unemployment claim. We were able to get the claim filed and I referred him on to Vocational Rehabilitation. He has had two Zoom meetings with Voc. Rehab and we have continued to do weekly job searches. Stone Creek Landscaping was hiring and the way to apply was to call. I called them to see if they would consider hiring someone with a hearing impairment. There was a lengthy exchange on how they would communicate and the employer was going to call his insurance company. Last week I got a call, the employer held a staff meeting and explained the situation and his employees told him to hire. They were impressed with the fact that he worked in one place for 25 years and the whole team would be willing to figure out how to communicate and work with him.

Becky Carlin– CACFP In Home Daycare Monitor

Things are going well. I currently have 54 providers with 53 that were active in March. I had a new provider submit March claims. I had one provider return to active duty March 1. I also had one provider temporarily close due to husband’s health issues. I finally completed my State Audit. Went fairly well. I started a recipe of the month at the beginning of this fiscal year where I email a quick and easy recipe to my providers each month. I have been receiving lots of good feedback from that. Providers seem to be enjoying some of the new recipes.

CACFP In-home Providers served the following in March:

Breakfast:	7054
Lunches:	7092
Snacks:	8677
Suppers:	327



Housing Report-Kim Motl Housing Coordinator

Housing Report March 2021

ESG:

- Homeless Prevention: 1 Households and 2 Individuals
- Rapid Re-Housing: 1 Household and 1 Individuals
- Homeless Prevention Cares: 12 Households 27 Individuals
- Shelter: 1 Household and 1 Individual

TBRA:

6 Households and 25 Individuals



Housing Continued:

This Month we were able to help two individuals using TBRA funding for a year with their rent. The first household was a couple with six children and they both have been laid off due to covid and used all their savings to pay living expenses and ran out of income in March, TBRA will help with rent for a year. Another client is a single Mom for the first time and she and her children were involved in domestic abuse, he left and was the bread winner. She was unable to pay rent in March, with the help of TBRA we will help with her rent for a year while she starts the process of rebuilding her family and looking for employment. We continue to work with all that have struggled due to loss of employment and have run out of money to pay all their bills, we continue to use Homeless prevention funding to make sure those individuals and families can remain in their homes. The struggle is real!

Hand in Hand – Shakira Meyer

Collaboration is ongoing with Child Care Resource and Referral to support early care programs to address challenging behaviors of children. Tips and tools are shared regularly with care givers. A focus currently is giving programs resources for self-care of staff. I was able to share these resources with HS/EHS staff in a recent training which concluded our year long series on Pyramid Model Practices. I'm look ahead to participate in a few professional development opportunities, including a State-wide Community of Practice Zoom and Challenging Behavior Online Conference both at the end of April.

Month to month tasks continue as usual, including Community of Practice Zoom meetings with Kristen Tenney-Blackwell, Monthly Director CARE meetings, child abuse prevention council meetings, and oversight of the Clay County Citizen's Awareness Council Youth Activity and Car Repair Grants.

Kyle Dietrich– Weatherization Director“Weatherization Report for March 2021”

Number of Families Served in March 2021: 10

Number of Families Served in FY 2021: 27

Goal for 2021: 110 Homes

Weatherization Update:

The Weatherization Department had an excellent month for house completions at 10 homes in March. With the weather changing for the better I presume that we will continue to have better than average results for getting completions of homes. I am still trying to get in contact with other insulation contractors in the area to see if they would be interested in working for our program. So far that has continued with interest on their part, but no success on connecting them up with our program. Also on some more good news it looks like the program is finally getting opportunity to move forward with getting our certifications for Home Energy Auditor, and Quality Control Inspector online. They were not letting us after COVID hit giving out this option from BPI national certification center, but have finally opened the option for us to finally get this taken care of. So moving forward there will be a few of us that will be going for those certifications here in the very near future. Until then we will continue to push hard and create results and effectively assist our clients with their energy needs on their homes in our 17 county area that we serve.

Up-Coming Events:

Event: (IWAC Meeting)

Location: Zoom Meeting

Date: 4-28-21

Time: 9:00 a.m.

Enrollment & Disabilities: Head Start continues to maintain full enroll with 176 Early Head Start and 306 Head Start children. Last month we had two more children qualify for special education services bringing our total to 46 children out of our targeted 48 children.

Grants:

Covid and 1303 Carry Over Grants have been submitted.
New Covid funding has been submitted.



What's Happening:

Recruitment for the 2021-2022 school year is in full swing.

Accepted 217 children who were enrolled in HS this year and will repeat next year.

Accepted 112 children who were enrolled in EHS this year and will be again next year.

If you know of any children please refer them to your local Head Start center!

Head Start's Annual Self-Assessment:

Virtual Services

Center Base – The number of families who have chosen to receive services virtually are:

EHS – 2 out of 56 children

HS – 10 out of 306 children

Home Base – all families are served through the use of technology as Home Base Teachers are not going into family's homes due to Covid.

Compassionate Dental Community:

The Head Start program would like to recognize local dentists who accept our families. Many may not know Head Start families have struggled for years to secure a dental home. Adding to this national crisis is Covid-19 and the privatization of dental care as reported by local dentists.

Dr. Bre Schmidt requested Head Start to select their highest need child and serve them.

Dr. Shaun O'Neill agreed to see a child with a dental emergency the same morning Head Start staff called.

Tami Meendering– Interim WIC Director



Numbers served: During the month of March, our participation was 1880 active clients.

Local happenings:

WIC has returned back to clinic for face-to-face appointments with all new participants and recertification requirements. We will continue our COVID screenings and if any participant feels uncomfortable with the face-to-face option, they will be offered a virtual appointment as long as the waiver is in place. The waiver goes through May 20, 2021 at this time. We will continue to reassess the conditions to determine best practice to protect both the participant and the staff.

Current changes in national and/or state trends: (This information is obtained from NWA Weekly Update)

The Senate Agriculture Committee held a hearing on child nutrition to inform legislative activity to enhance children's access to healthy foods in the next Child Nutrition Reauthorization. WIC and other child nutrition programs have not been reauthorized in over ten years since the Healthy, Hunger-Free Kids Act of 2010. Colorado WIC Director and NWA Legislative Committee Chair Heidi Hoffman testified at the hearing, making the case that WIC cannot return to the program's pre-pandemic business model and permanently incorporate additional flexibilities to allow for remote certifications and telehealth services.

The Child Nutrition Reauthorization process will consider efforts to expand eligibility consistent with the WIC Act, including children up to age six and for postpartum women up to two years. The Senate Agriculture Committee last considered Child Nutrition Reauthorization in 2019, but the COVID-19 pandemic disrupted the process. Both Chairwoman Debbie Stabenow (D-MI) and Ranking Member John Boozman (R-AR) have committed to passing a bill out of committee this year. You can view the hearing here and see NWA's statement on the hearing here.



In March, we have continued to provide services virtually due to COVID-19, but are trying to provide some services in person this month. We continue to provide services by utilizing our Parents As Teachers Curriculum, sending packets to families regarding activities and resources, and making sure families have support from their family support worker. We have received a few new referrals this month and are also preparing for some families to transition out as well. March will be the end of the third quarter of services under the Iowa Child Abuse Prevention (ICAPP) grants, so I will begin to work on reports that are due in April. ICAPP grants are a two year grant cycle with optional renewals for an additional three years. We do not have to provide any additional information to renew this coming year. In addition, we are also looking at additional opportunities for grant funding in the future.

I have continued to attend community meetings and prevention council meetings when held via zoom. Some have started to prepare to return to in person in the next couple of months. In addition, I and my staff have looked at trainings for some professional development hours that we are able to attend virtually in the future.

Looking back, it's has been an interesting year during this pandemic; but I believe we have made the best of the situation to help support families and children.

Kayla McKinney-Director of Program Development, Compliance & Reporting

FY21 Foundation Grants:

- Grants Submitted: 27
- Grants Awarded: 8
- Grants Denied: 0
- Grants Pending: 19

Submitted the Bayer Grant Report. This report was for \$4000 Bayer gave UDMO for a freezerless refrigerator, shelving units and the remaining for food to fill the refrigerator.

Submitted Sheldon United Way Grant. This grant is for \$2000 for Operations of the O'Brien Outreach Office.

Submitted Zion Benevolence Lutheran Grant. Requested \$5000 for the Webster County Baby's Room Program.

Submitted the O'Brien County Community Foundation Grant. Requested \$3500 for the O'Brien County Angel Fund. This fund supports children financially with their extra-curricular fees for equipment, lessons, etc.

Submitted the Food Bank of Iowa Grant for each county we have a food pantry in. This grant could be written for future expenses through June 2021, reimbursement from April 2020 – March 2021, or both. The categories of funds spent could be towards distribution supplies, food purchases, food delivery expenses, shelving, refrigerators/freezers or rent. We wrote for the following: Buena Vista County \$8,185.70 in reimbursement and for three upright freezers; Clay County \$25,000 in reimbursement; Dickinson County \$12,090.55 in reimbursement; Emmet County \$5,799.63 in reimbursement and one upright freezer; Hamilton County \$870.31 in reimbursement; O'Brien County \$13,785.21 in reimbursement and \$1,000 for future food expenses; Osceola County \$2,288.54 in reimbursement and for one refrigerator; Palo Alto County \$634.72 in reimbursement; Pocahontas County \$5,214.69 in reimbursement and, \$1000 for future food expenses, and to purchase shopping carts and a refrigerator; Webster County \$13,159.02 in reimbursement and \$2,500 for future food purchases; and Wright County \$2,138.94 in reimbursement and \$1,500 for future food purchases and shopping carts.

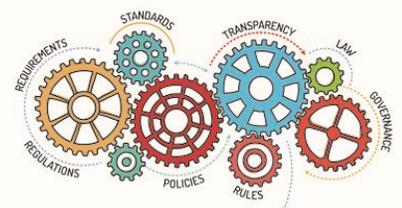
Started the Diversity, Equity and Inclusion 7-week training course. The first week was on Emotional Intelligence.

Assisted in completion of the Census Bureau report and Office of Community Services survey.

Attended a webinar on Social Media Resources for Community Action Agencies.

Upcoming projects:

- Agency's Strategic Plan
- Annual Report
- Prepare for CSBG Organizational Standards On-site Review
- FY2021 CSBG 6-month Report
- FY2022 CSBG Grant Application
- NCRT Coursework
- Pocahontas County Foundation Report
- Updating of Outreach Manual





For March, Outreach took and processed 286 applications for Liheap and of that number 235 were eligible for a total spent of \$109,120. Year to date, Outreach has approved 4,593 applications for a total spent of \$2,181,400. Last year at this time Outreach had approved 5,114 applications, so we are behind 521 applications. Numbers are down state wide.

The average Liheap payment is \$475. Last year at this time our average payment was \$468. Points this year are worth \$40. Last year at this time points were worth \$40.

We now receive funds monthly and applications have been paid through 3/20/2021. We have received our final 10% of the annual Liheap appropriation for FY21.

All customer contribution programs have been updated and emailed to Outreach, telling them how much is available for the programs and guidelines.

The moratorium will end on April 1st and people that have not been able to keep up on their utility payments will be receiving disconnect notices and can be disconnected for lack of payment from their natural gas and/or electric companies. In the coming months, Outreach will be extremely busy helping trying to negotiate payment arrangements and assisting with past due accounts. Liheap applications will be taken through April 30th.

We have exhausted all of the Crisis Cares funds and now using Regular Liheap Crisis funds, called (ECIP) Energy Crisis Intervention Payment.

For March, 32 households received Regular Liheap Crisis funds in the amount of \$16,312.56. Year to date is the same, since we just started using this: 32 households have received crisis assistance for a total spent of \$16,312.56.

Crisis money can be spent all on all the crisis components:

Reconnect up to \$1,000

Service Continuity up to \$1,000 (**REMEMBER** crisis funds will not pay for water, sewer, garbage, etc.)

Deposits for heat and/or electric up to \$500

Out of fuel/or help pay a propane/fuel oil back bill up to \$500 (**Minimum fill only**)

Space heaters as a last resort up to \$300

Summer Cooling for fans or air conditioners up to \$350 for a/c (this ended on 9/30/20.)

Furnace Repair/Replacement for Homeowners Only. Replacement up to \$3,000

Thank you very much to everyone in Outreach, FaDSS, Sail, Peg, Kristy and Sue for all the time spent and hard work for the LIHEAP program. I know everyone is very busy and working very hard.



March 2021 Outreach Report for Buena Vista, Clay, Dickinson, Emmet, Hamilton, Humboldt, O'Brien, Osceola, Palo Alto, Pocahontas, Webster & Wright.

By: Jamie Flugstad

Buena Vista

Happenings:

We have quite a few people calling for energy assistance and housing assistance.

We are starting to take inventory of our school supplies this coming month and getting ready to give out applications in April.

We have plenty to get ready for with our food pantry every week on Friday starting at 7:30 a.m.

We get donations every day from Fareway, Hy-Vee, and Walmart. We also have food donations coming from the schools and businesses in our county.

Kiwanis food pantry is the 4th Wednesday of the month and we go there to help register the families.

We are so thankful for our volunteers from the high school, our BV volunteers, as well as our regular volunteers who come to assist. We wouldn't be able to do this without them.

Clay

Happenings:

Continue processing LIHEAP applications.

Clay County Hunger Coalition, Client Safety Team & COVID Task Force meetings via Zoom.

Getting a large number of requests for rent and utility assistance.

Getting ready for the Gardening Program distribution.

Food Bank delivery.

Live Y100 Radio Food Drive.

Dickinson

Happenings:

LIHEAP applications continue to come in.

We continue to pick up donations from Kwik Star every other Wednesday.

We receive donations from Walmart on Monday, Tuesday and Wednesday each week.

Continue to have donations being dropped off at our office from individuals and from local businesses.

Getting prepared for the moratorium to be over and crisis applications to start coming in.

Emmet

Happenings:

Continue to receive LIHEAP applications. Applications can be taken until April 30th. We are able to mail, email, or give the applications to clients through the door. We are still closed to the public, but are in the office Monday-Friday from 8:00 a.m. – 12:00 p.m. & 1:00 p.m. – 4:00 p.m. (We are closed over the noon hour.)

We are prepared for crisis situations to start as the moratorium ends April 1st.

We continue to receive food, non-food, and monetary donations weekly.

Continue to work on the birthday room and have started mailing out cards for parents to come and choose a gift for their child. Along with a gift or two, they will receive cake mix, frosting, candles, plates and napkins.

We will start to bag up back to school items soon. Our Back to School Program runs from June through the end of August/September. Applications can be picked up at our office.

Mobile Food Pantry will continue to be held the first Thursday of the month. With COVID this changed from every other month to monthly as the need increased in our area.

Success Story:

For the month of March, we were able to help with 3 furnace repair/replacements and also 3 emergency propane fills. The clients were very thankful for our help. – Jessica Gosch, Emmet County Outreach

Hamilton**Happenings:**

Monetary and food donations continue.
 Continue receiving LIHEAP applications.
 Calls for utility and rental assistance are coming in.
 Outreach & Alliant Zoom Meetings.
 Iowa Select donated 240 lbs. of pork.
 A donation of 30 new coats came in for our Coats for Kids Program.
 Fuller Hall Youth Track applications are now available.

Humboldt**Happenings:**

Cleaning up office files.
 Work on LIHEAP applications when we have all the paperwork.
 Thank you notes written for donations received.
 Crisis: Propane, rent, utilities, and food as they call us.
 Received a large donation of quilts, which required us to reorganize the back room quilt shelves.
 Food Pantry was open from 9:00 – 3:00 on four Thursdays this month.
 Birthday Bag Program letters were sent out and bags put together for youth to pick up.
 LIHEAP Crisis for those who were going to be disconnected after the 1st of April.

O'Brien**Happenings:**

There is a book fundraiser going on to collect books for the birthday room. The community has taken to the birthday room and loves the idea.

Osceola**Happenings:**

COVID-19 precautions.
 Processing LIHEAP until the end of April.
 Using Alliant Hometown Care funds and Crisis.
 Referring clients to IFA for rent and utility assistance.

Palo Alto**Happenings:**

Still receiving donations.
 Sending and receiving applications for LIHEAP.

Pocahontas**Happenings:**

Continue to work on LIHEAP.
 We served 153 families on our March 24th Mobile Pantry.

Webster**Happenings:**

Drive thru food pantry for March was on the 18th with 175 families served.
 Rita Jordison made up 90 little soap pillow pockets.

Webster Continued:

New Covenant Christian Church \$200.00.
 Holy Trinity Catholic Parish \$300.00.
 Outreach Staff Meeting was held on 3/11/21 via Zoom.
 Supportive Expressions donated 162 jars of peanut butter and jelly.
 Amanda Milligan donated baby items.
 Deb Telfer donated cleaning and hygiene products.
 Peoples Credit Union donated 112 lbs. of food items and a box full of personal hygiene items.
 Heidi McGough donated a table top highchair and boppy pillow for the baby room.
 Anonymous donation of 40 lbs. of food for the pantry.
 Linda Cline donated Kleenex, 2 safety vests for the pantry and a puzzle.
 Anonymous donation of baby clothing.
 St. Marks Church donation of \$1,250.00 for Outreach.
 Family Development Council donated \$2,654.00 for bus passes and tokens for kids.

Wright**Happenings:**

Goldfield United Methodist Church donated \$156.25 to the food pantry.
 Anonymous donation of 10 lbs. of food.
 School supplies were donated.
 Sacred Heart Parish donated \$200.00 towards baby formula & baby items.
 Iowa Select Farms donated 400 lbs. of ground pork and 175 lbs. of bone in hams.
 Food pantry daily.
 LIHEAP continues.
 Eagle Grove Schools donated 332 lbs. of food from their food drive.
 Cleaning & disinfecting the office.
 The mobile pantry turned out pretty good.

Numbers Served

Number of Families Served: Buena Vista: 220, Clay: 250, Dickinson: 152, Emmet: 114, Hamilton: 92, Humboldt: 91, O'Brien: 65, Osceola: 31, Palo Alto: 43, Pocahontas: 68, Webster: 396, Wright: 75
Number of Individuals Served: Buena Vista: 744, Clay: 646, Dickinson: 283, Emmet: 267, Hamilton: 213, Humboldt: 184, O'Brien: 154, Osceola: 78, Palo Alto: 79, Pocahontas: 152, Webster: 729, Wright: 156
Year to Date Families Served: Buena Vista: 867, Clay: 762, Dickinson: 479, Emmet: 444, Hamilton: 504, Humboldt: 438, O'Brien: 415, Osceola: 223, Palo Alto: 316, Pocahontas: 341, Webster: 2,079, Wright: 427
Year to Date Individuals Served: Buena Vista: 2,632, Clay: 1,629, Dickinson: 876, Emmet: 998, Hamilton: 1,142, Humboldt: 1,036, O'Brien: 946, Osceola: 487, Palo Alto: 619, Pocahontas: 756, Webster: 4,147, Wright: 918

Monetary Donations

Buena Vista: \$950.00, Clay: \$3,804.00, Dickinson: \$3,749.00, Emmet: \$2,711.50, Hamilton: \$585.00, Humboldt: \$4,000.00, O'Brien: \$195.00, Osceola: \$310.00, Palo Alto: \$220.00, Pocahontas: \$1,350.00, Webster: \$4,804.92, Wright: \$356.25, TOTAL: \$23,035.67

