

UDMO Program Director's Report January 2021

Executive Director - Jamey M. Whitney

Wow, a new year already. It is hard to believe 2020 is past considering all of the events that have taken place over the year. As we start our new year I reflect on a quote from Alfred Lord Tennyson "**Hope smiles from the threshold of the year to come, whispering 'it will be happier.'**" I believe that this new year 2021, promises to be a better year than last.

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.

I do want to welcome three new board members to our January meeting. Welcome to Lois Boersma from Sibley (Osceola County) and Jennifer Sammons, Storm Lake (At-large). The board previously approved their membership onto the board and I for one am very excited to have them. The third member is **Jerry Kloberdanz from Hamilton County**. Jerry is a County Supervisor, but actually is serving as a **Private Community Representative**. **We do need board approval for Jerry to be a voting member.**

One of the boards primary responsibilities is evaluating the Executive Director's job performance. This can be quite the task in that many of you are not around me day-to-day to see me do my work. To gauge my performance you need to use the outcomes and evaluations of our various programs and the audits and the reviews to determine if I am providing the guidance and support my staff need to do their jobs. On January 11th, Kayla sent you an email with a link to Survey Monkey that when clicked on will guide you through a series of questions to complete my evaluation <https://www.surveymonkey.com/r/9JP8BRG>. The information goes to the Iowa Community Action Association who will compile the responses then work with Kayla to put them in an understandable format. The format will be shared with the board president who will work with Kayla and George our Human Resources Director so you can discuss my performance at the February meeting.

George, spent time conducting a comparative analysis of our **turnover rate** and has provided a 6 year turnover chart by program within the agency. Enclosed you will find that turn over report. Please note that we have spent a considerable amount of effort adjusting salaries for various positions and do believe this will make an impact over the next year.

GRANTS

As with last month, many of the items under grants are items that have been approved or previously discussed. The first two items are in regard to the CSBG funds UDMO receives. The first item is **CSBG-21-16 Contract Declaration for FY2021**. **We are waiting for the final amounts to be sent to the state who in turn will forward us an amendment to this contract with the funding amounts attached.** The second item is **CSBG-20-16 Amendment 2**. **This was moving \$3,000 back to our co-funded line item to cover the free clinic. Both of these items were previously approved.**

The next three items are for the LIHEAP program. The first item is **LIHEAP-21-16**. **This was the start-up money for the 2021 program year and was previously approved.** The second item, **LIHEAP-21-16 Amendment 2**, was for the remainder of the **90% of the program funding**. This was also previously approved by the board. The third item, **LIHEAP-20CA-16 Amendment #2**, is for the CARES Act funding for the program. Funds were approved to be moved from administration line item to the ECIP category. This was also previously approved.



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GRANTS CONTINUED:

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The next items are for the Weatherization program. The first item was a **contract Declaration for the HEAP-21-16 funding. This was FY2021 program funding effective January 1, 2021 in the amount of \$457,872. We do need board approval for this item. The next three items are all Weatherization Utility Contracts with the 3 major providers. The first one BHE-21-16 is for \$33,258, the second, IPL-21-16 is for \$235,318, and the third, MEC-21-16 is for \$66,330. All three need final approval from the board.**

The final state grant item is regarding **FaDSS-20-16 Amendment 1**. The board previously approved carry-over request but this form was overlooked for signature. **It does not need approval.**

The next item is a contract for funding with **United Way of Greater Fort Dodge in the amount of \$10,000. This is a 50% cut from previous years.** If you look at the attached contract you will see that it only runs from **January 1, 2021 to June 30, 2021.** They stated that they will review any additional funding at that time.

The final item under grants is a correspondence we received on 12/22 **Northwest Iowa Regional Trust Fund.** Prior to that date I was approached by representatives from the Buena Vista County Board of Supervisors. They wanted to know if they gave us **\$20,000 for housing issues, could we spend it for the residents of Buena Vista County. Later we were asked if we could do the same for Dickinson county in the amount of \$11,545.** After discussion with staff and further clarification we determined that we could spend these dollars for families and individuals in need. **We do need board approval.**

PROGRAMS, REPORTS & REVIEW

The first item under this category is the **FY2020 Independent Audit presentation.** WIPFLI has completed a draft of UDMO's audit and will provide the required board presentation at the board meeting on January 26, 2021. They will take questions after the presentation and, we will need board approval to accept the presentation and approve the audit report. At the time of the report, we had a clean audit with no findings.

There are a few items to cover regarding the Head Start program this month. This month, Julie will be discussing with Policy Council and the Board up and coming **UDMO Head Start Self-Assessment & Sign-up 2020-2021.** In your packet are a couple of items. One is a Overview of the process and the other is a Sign-up and break down of the assessment areas. **Board members will be asked if they would like to participate.**

The next three items are the **Home-based & Center-based Family Feedback Surveys 2020-2021. Both of these items were a bit lengthy to include in the packet.** To view these surveys, please go to <https://pydio.udmo.com:8082/pydio>. Also, in that same location, is the **Head Start Annual Report 2019-2020.**

The final item is the **Head Start/Early Head Start Program Instruction - ACF-PI-HS-20-07.** This program instruction is focused on the **Interim Final Rule on Flexibility for Head Start Designation Renewals in Certain Emergencies.** Julie will share more information on this at the board meeting.

The next item is the **WIC Desk Review Results.** A desk review was done in-lieu of an On-site Review. There were no findings.

The final item is the **LIHEAP Application Analysis.** It appears that we are currently down in applications compared to last year. Need to do a little more advertising. I am certain COVID-19 has put up a few barriers this year.

OTHER

We have a variety of **other items** that I wanted to quickly share with you. The first item is a heads up. We submitted to Community State Bank our application for forgiveness for the **Payroll Protection Program Loan.** The process is the bank submits the forms and attachments to the **Small Business Administration** which in turn approves the reimbursement to the Bank. The bank then notifies us that the forgiveness has been given and closes out the loan. **Any amounts not approved need to be paid back with 1% interest.** We anticipate that all of the loan will be forgiven based on our previous conversations with the banks representatives.

Also in your packet are a few items for you to keep in your board books. We have **updated Board Rosters and a new Acronyms page.** We have also provided some brief info on the **change of the federal, reimbursable mileage rate that was effective January 1, 2021. The rate went from 0.575 cents per mile down to 0.56 per mile.**

The next couple of items are informational at this point. The first is a summary of our state associations Legislative platform for the new year. **FY2020 ICAA Legislative Platform.** We have hired a lobbying group to work our platform at the state capitol and I will keep you informed as to the progress.

As I was putting together the agenda, it became clear that we would need to do a **review of our UDMO Board By-laws in 2021**. We will need to put together a small **By-laws Committee** to review and update our by-laws sometime in the spring/early summer. I will be getting together with **Kayla McKinney and Dawn Hoffman to review our CSBG Organizational Standards** to determine if there are any **other documents** that are up for review. Stay tuned.

The final item is the **Roosevelt Building Progress & Property Sale**. I was approached by a representative of the Deer Creek Development Corporation. They are beginning the process of working with the City of Estherville in rezoning the property that we entered into an Option to Purchase agreement with them on May 2020. In turn, I have emailed our attorney to begin reviewing the Property Abstract to begin the process of separating the said property from the rest of the building so we can begin the sale process. Based on what I believe would be an appropriate timeline, we will most likely need approval to sell that property in February or March of 2021.

As far as the building construction goes I was contacted on January 12, 2021 by Tina Younger from Regional Office in Kansas City. She stated that we needed to get another "as completed" appraisal and said she couldn't tell me which appraisal company to go with, but said the Head Start in Carroll, Iowa had used an appraiser a couple of years ago that could do it. I contacted Chad Jensen out of Operation New View who identified for me the Nelson Appraisal Company out of Urbandale. I contacted the company owner, Gene Nelson, who said he could complete the appraisal but, it would be about a month out before it was completed. I sent Mr. Nelson the previously completed appraisal and I am waiting to hear back from Gene. On January 21st, I shared what had transpired with Regional Office. They indicated that we needed to complete the appraisal process and would also need to do a carry over request for the 1303 funds. The carry over request would need a new budget and budget narrative, but could reattach the previous documents used other than the new appraisal. Needless to say, this has been a maddening process at best! All I care about is getting this completed and moving forward with serving our children in a safe and age appropriate facility.



November

Continuing to work with those needing COVID related leaves and continuing to get the necessary documentation to be ready for reimbursement of leave pay out. We also saw some closures of a few classrooms again recently. We continue to assist those affected as well as taking measures to protect the safety of our staff. So much appreciation to those that continue to work on the frontlines during this difficult time.

Open enrollment has come to a close. Thank you to all employees who took time out of their busy schedule to complete this process. As usual, most of our employees do not add/drop/change benefits during open enrollment. This year once again proved that. We did see the following changes to our participation:

	Add	Drop
Flexible Spending Account	4	1
Vision	2	5
Health	1	1
Dental	2	1



We did see some movement between the plan tiers. We had several employees choose to add dependents or drop dependents within our offerings of benefits.

We are piloting a safety team which met for the third time this month. We will be focusing primarily on employee safety and injury prevention. As we head into the Winter season, we must be prepared for slippery driving and walking conditions. Slips/Trips/Falls have been our primary source of injury.

We went over all recent injuries and developed some action plans to help prevent future incidents.

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

EHS Teacher Emmet Co.

December

Continuing to work with those needing COVID related leaves and continuing to get the necessary documentation to be ready for reimbursement of leave pay out. We continue to assist those affected as well as taking measures to protect the safety of our staff. As of December 31, the FFCRA relief payments for those that are affected with COVID situations including loss of daycare ended. Employees that will be impacted by such COVID events in 2021 will need to use their leave time, LWOP, or work from home with approval of supervisor.

Time was spent finalizing all enrollment changes for the new year.

Final rollout and communication for our next wellness challenge was finalized. We look forward to some good participation beginning the New Year.

Our Safety Committee met in December and once again went over injuries and discussed ways of preventing similar type injuries. We did get one facility-based safety project completed, which was a safety railing installed on some outdoor steps located at Jefferson Head Start.

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

Data Entry/Energy	Palo Alto Co.
Assistant Teacher	Emmet Co. Head Start
(2) Assistant Teacher	B.V. Co. Head Start
Substitute Teacher	Hartley Head Start
Site Assistant	Central Office

HR Continued:

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

Assistant Teacher	Osceola Head Start
(2) EHS Teacher	B.V. Co. Head Start
Assistant Teacher	Emmet Co. Head Start
Assistant Teacher	B.V. Co. Head Start

We had one retirement. Deb Weir, Outreach Specialist Emmet Co. retired December 1st. Deb had worked just over fifteen years for the agency. We thank you for your dedication/service not only to the agency, but the clients you served for so many years. We all wish Deb the best in her well-deserved retirement.

Information Technology Board Update-Elisa Umscheid**Current projects:**

Head Start:

*The current group of computer replacements are in the process of being handed out to staff.

*Infrastructure upgrades at Gingerbread, Jefferson and Roosevelt have all been scheduled and will be completed by the end of December.

Indirect computer replacements have been received and are setup and ready for delivery.

Extra laptop computers have been received for LiHeap offices to provide staff with the ability to work from home should an office experience an outbreak of Covid. Those machines are set up and ready to be distributed.

LiHeap desktop computer installations are ongoing for Outreach Assistants at each of the 12 offices and will be coordinated with the laptop deliveries.

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.

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/>

Current projects:

Head Start:

New phone and keyless security systems have been approved for Gingerbread, Jefferson and Roosevelt with a security component added to the Central office doors. Work is beginning immediately and will be finished before the end of February. This addition will allow staff to use a coded card to enter the buildings and eliminate the need to change the locks should a physical key be lost or not returned. The phone system upgrade will now provide the ability to transfer calls between buildings and to allow staff to dial extensions directly from one office to the next without long distance charges.

Infrastructure upgrades at Gingerbread, Jefferson and Roosevelt have been completed, the new servers have been installed and staff are in the process of being moved over to the new machines. This is expected to be finished Indirect computer replacements have been completed.

LiHeap:

The extra Covid laptops for Outreach staff are completed with 2 machines left to be delivered. Those will be handed out the week of January 19th.

LiHeap desktop computer installations are ongoing for Outreach Assistants at each of the 12 offices and will be coordinated with the laptop deliveries.



The No Boundaries Group of students from several area schools have reached out and started to work on recreating the web page for us again (due to Covid we were not able to complete the project last spring as was planned). We meet with the students working on the project monthly to see progress and offer any input they request. At this time, we have confirmed a design and they will be working to add data over the next couple of months. We are hopeful this project can be completed before school ends in May. When complete various staff at UDMO will be taking over the maintenance and updating of the site.

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/>

Operations Director– T.J. Thayer

November and December were very busy with the holidays and the overwhelming support of the communities. Many business, organizations, and individuals held food, toy, and gift drives for people in need. The outreach offices have been blessed with great donations. I have busy with helping the outreach offices with food distribution days. I cannot say enough how work the staff has done to help the people of need, they have gone above and beyond. Now that the holidays are ending outreach offices can have a slowdown and be able to get their offices organized.

Roosevelt boilers have continued to need some work. Working with Midwestern Mechanical out of Spencer to get things operating correctly.

Midwestern Mechanical walk through at Roosevelt

Open position for Outreach float for Emmet and Dickinson County

Housing trust board meeting

Safety Committee meeting

County board meeting O'Brien, Emmet, Dickinson, and Clay

Holiday meal baskets handed out



FaDSS-Alisa Schlieff - Webster, Wright, Hamilton, Humboldt, Palo Alto, Emmet, Buena Vista and Pocahontas

November 2020

Numbers Served

Number of Families Served:

for November 2020 76 families

Year to Date Families Served:

July 1 ,2019 to November 31, 2020: 100 families

Current Changes

Current Changes in Program/Services

Current Changes in National and/or State Trends

No changes

Current Events:

Dee had come to our area as a single mom with her daughter. They were trying to make a fresh start after she had split with her



FaDSS Continued:

husband and they were lucky to have family in the area that could put them up while she tried to get back on her feet. Dee was a go getter from the start and worked very well with our FaDSS program to get the resources and tools she needed to ensure that her and her daughter had their basic needs met and then she started to pursue employment and housing. I was able to connect Dee with our local housing authority to get her a housing voucher and then she was hired full-time to do housekeeping at a local nursing home. Dee quickly fell in love with the job and even got to purchase a cheap, but decently reliable vehicle from a coworker. She and her daughter were flourishing and Dee was able to go off FIP because of the great wages she was making. She started to contribute more in her brother's home where she was staying and even upgraded to a better vehicle once she knew she could afford it. Eventually, Dee reconnected with her ex and due to some family health issues, they moved their family back east to help be a support for those that needed them. At exit, Dee had notified me that she is again working, found a home and her marriage is doing better than ever! The family remains off assistance!

December 2020

Numbers Served

Number of Families Served:

for December 2020 75 families

Year to Date Families Served:

July 1 ,2019 to December 31, 2020: 101 families

Current Changes

Current Changes in Program/Services

Current Changes in National and/or State Trends

No changes

Current Events:

Ariel was able to sign onto FaDSS as she was receiving caretaker FIP. When I first met with Ariel, she was living with family. She was struggling to get her son to school daily due to them having no transportation and fears of letting him walk the distance in the cold and alone. Ariel was at home daily with her younger 2 kids, including a baby whose paternity was unknown after a sexual assault incident. She was working with a local assault advocate for this and I offered Ariel some resources for mental health in case she ever wanted to pursue those. Ariel wanted to work but needed to find a job that would allow her to find a reliable ride with a friend or coworker. Communication with Ariel was not always easy since we had to rely on virtual visits but as her FaDSS worker, I made sure to offer her all services that I could as well as help her brainstorm potential employers in the area or ideas on places she could move. Eventually Ariel did move but still lived with some friends to keep things affordable. She was able to get her son to school more easily and more often with the move and for a period of time she did get a job but had to leave after another assault incident that resulted in an injury. Unfortunately, shortly after that, Ariel's mother passed away and the grief took quite a toll on the family. Ariel decided that the best option for her and the kids was to go be with her father in Mexico and help him while also processing their own grief. Just before exit, I encouraged Ariel of all parties to notify when they were ready to move and let her know that our services would still be available if anything would fall through!



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

November 2020

Families for November 2020	43	
Families served for October 1, 2020-November 31, 2020		52
Families exited from the program for November 2020	6	
Families exited from the program Oct 1, 2020-November 31, 2020		10
Families that were assisted that are not currently working with SAIL	6	



Polly and her three children had to leave their home due to a domestic situation. She was staying with a friend, but that was a short term situation. I was able to get her connected with UDMO Housing Director and to furnish a list of landlords in her town. Polly was able to find an apartment and received help with her deposit and first month's rent. I sent Polly a housing application and she is now on the waiting list. Polly was able to get some furniture from a second hand shop with a voucher from UDMO. Polly was able to apply for SNAP and Medicaid with my help. Polly is working part time and would like to find a full time job. I send her weekly job lists and she has two upcoming interviews.

Tina is a single mother, pregnant escaping from a domestic situation. Was living in a different state so we had to cancel benefits to be able to apply in Iowa. We were able to do that and apply for SNAP and Medicaid in Iowa. Tina is receiving WIC and has applied for housing. She recently was approved for FIP. Tina is working part time for her landlord cleaning and organizing vacant apartments.

December 2020

Families for December 2020	41	
Families served for October 1, 2020-December 31, 2020		54
Families exited from the program for December 2020	2	
Families exited from the program Oct 1, 2020-December 31, 2020		13
Families that were assisted that are not currently working with SAIL	10	

Tom was recently released from prison. He wanted to start over in a new community. He was able to do that with the help of UDMO Housing Director. Tom enrolled in the SAIL program, we were able to get him on SNAP and Medicaid. The Outreach supplied food and nonfood items. Tom wanted to apply for disability, we were able to help him find an attorney to help him through that process. In the meantime Tom was able to find a full time job at a nearby factory. Tom is currently working full time, he just got a raise and will be getting insurance next month through the company. He has moved from his apartment into a small house. He learned some valuable budgeting lessons and was able to make the decision to move. Matt has become self-sufficient!

Victor and his wife Laura moved to Iowa to be closer to their grown children and grandkids. Victor found employment at a local school doing janitorial work. The school only pays once a month, he has had to wait for a pay check, so the family needed help from the SAIL program. I was able to get them on SNAP and Medicaid. They filled out paperwork for housing and are on the waiting list. Laura has had three good interviews but they will not hire till after the 1st of the year. UDMO was able to help them with their December rent and give them a gas card so Victor can get to work until he gets paid. They qualified for LiHEAP and Embrace Iowa is helping with other bills.



Housing Report November 2020

ESG:

Homeless Prevention: 7 Households and 22 Individuals

Rapid Re-Housing 1 Household and 1 Individuals

Homeless Prevention Cares: 1 Households 1 Individuals

TBRA:

5 Households and 15 Individuals

We have received more funding for the TBRA program so we can begin helping clients with longer months of rental assistance. The month of November has been busy as we work on closing out the ESG grant the end of December. The CDC eviction moratorium ends December 31, 2020 so things will pick up in housing with clients starting to receive eviction notices, we are ready to help them. This month we saw a few clients we have helped come back for extra help with rent, many had been off due to covid and some lost their jobs due to covid, we were able to help those families stay housed.

Wishing you all a Merry Christmas and a Happy New Year!

Housing Report December 2020

ESG:

Homeless Prevention: 2 Households and 2 Individuals

Homeless Prevention Cares: 15 Households 41 Individuals

TBRA:

4 Households and 10 Individuals

We made it though another year in ESG funding and were able to help many people that experienced loss of employment, those that loss income and through ESG we kept people in their homes. This month we were able to keep housed two families with each having five children, they were off work due to covid and had a cut in hours due to covid and fell behind on the rent. These families had gone though all of their savings and have never had to ask for help, I'm grateful that we received extra funding under the cares act. May you all have a great 2021 and may we continue to take care of those in need.

Shelly Charapata – Energy Program Director

For November, Outreach took and processed 883 applications for Liheap and of that number 819 were eligible for a total spent of \$377,680. Year to date, Outreach has approved 3,074 applications for a total spent of \$1,465,660. Last year at this time Outreach had approved 3,552 applications, so we are behind 478 applications.

The average Liheap payment is \$477. Last year at this time our average payment was \$473. Points this year are worth \$40. Last year at this time points were worth \$40.

For November, 89 households received Crisis Cares assistance in the amount of \$45,832.21. Year to date 312 households have received crisis assistance for a total spent of \$138,832.28.

Funds from the CARES Act do not expire until Sept 30th of 2021. UDMO's CARES contract will be for \$228,859 for crisis funding.

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

Reconnect up to \$1,000

Service Continuity up to \$1,000

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



Out of fuel/or help pay a propane/fuel oil back bill up to \$500

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 (this will start on 10/1/20.)

For December, Outreach took and processed 731 applications for Liheap and of that number 675 were eligible for a total spent of \$318,880. Year to date, Outreach has approved 3,749 applications for a total spent of \$1,784,540. Last year at this time Outreach had approved 4,252 applications, so we are behind 503 applications.

Across the nation, states are experiencing a decrease in applications, per State. Possible reasons for the drop in applications include the stimulus payments individuals received, expanded unemployment benefits, Utility Disruption Program through IEDA/ IFA, warm weather this fall and winter, or other programs are freeing up households funds for utility payments

The average Liheap payment is \$476. Last year at this time our average payment was \$476. Points this year are worth \$40. Last year at this time points were worth \$40.

Since receiving funding, Peg makes payments monthly now and applications are paid through 12/19/20.

For December, 81 households received Crisis Cares assistance in the amount of \$61,451.69. Year to date 393 households have received crisis assistance for a total spent of \$200,283.97.

Funds from the CARES Act do not expire until Sept 30th of 2021. UDMO's CARES contract will be for \$228,859 for crisis funding.

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

Reconnect up to \$1,000

Service Continuity up to \$1,000

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

Out of fuel/or help pay a propane/fuel oil back bill up to \$500

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 (this started on 10/1/20.)

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



November and December was relatively similar to previous months. The KIDS Program continued to receive a number of referrals from community partners and we worked on contacting those families to determine if they were interested in receiving services. We have received a few referrals for families that have Best Care for Better Babies or Best Care for Better Children services and have determined that those families receiving those services, will not be served unless exigent circumstances exist as determine by the KIDS Program Coordinator. We have had a good relationship with the Best Care for Better Babies administrators and would like to maintain these professional relationships. Sheldon Best Care for Better Babies/Children continues to send referrals to the KIDS Program on an on-going basis and we appreciate this on-going partnership. Since the beginning of the program year beginning July 1st, we have received 18 new referrals. This may not seem like a lot of families that were referred to the program, however of those 18 referrals to the program 15 have accepted services. Our typical caseload is 18 and we could use another staff to provide services, however funding is not available to do so. We will continue to look at caseload sizes and families that are eligible for Head Start services for this next coming year to hopefully alleviate heavy caseload numbers.

Services were offered in-person and some families did take advantage of this option, however during Thanksgiving week, it was decided to move services back to virtual. We will continue to determine what level of services is appropriate on an on-going basis. As a reminder, Prevent Child Abuse Iowa continues to support decision making at the programmatic level with caution and PPE in the form of masks and social distancing.

Shakira with the Hand and Hand Program and I started the Parents As Teachers and Positive Behavior Intervention and Support (PBIS) group parent education meetings and finished these in November. It was well attended and we look forward to offering this again in the Spring.

Shakira and I partnered with Erin Binnesbose of Siouxland Human Investment Partnership, that coordinates the Community Partnership for Protecting Children and Decategorization in the Lakes Area to hold a Virtual Legislative Forum. This event was scheduled for December 10th at 10AM. Topics included Adverse Childhood Experiences, the Impact of COVID-19, Services, and Needs. Participants needed to RSVP, so that a zoom link could be sent to those participants, and the legislators had contact information if they had any questions. This legislative session was well attended. We had a great discussion regarding the great things we are doing in Northwest Iowa to support children and families during COVID. The feedback from legislators and community partners was positive and we intend to host this event in the future.

We have also finalized a date for a parent education forum, called Supporting Families Through Development: Accessing Services, Supports, and Evaluation and Diagnostic Testing. It will be held virtually and recorded on April 7th from 1PM-4PM. This will be held in collaboration with Prairie Lakes Area Education Agency and parents from Northwest Iowa. The purpose is for families to help their children access services if they have concerns regarding their child's development. In past years, the AEA provided similar information through a process called Child Find to help identify families that may need support. This is similar, but the hope is that this information will be recorded and distributed on a wider scale via social media. This concept came as a result of a parent noting concerns, regarding accessing services for their child during the group parent education meeting that Shakira and I did together. The event will be RSVP as well and a flier will be sent out in the coming months.

That's all for now. Happy holidays and here's to a great upcoming 2021!!

Hand in Hand – Shakira Meyer

Cumulative Number of Programs Participating:
 Cumulative Number of Environments Served:
 Cumulative Number of Children Served:
 Cumulative Number of Families Served:



(Note: Environment, Children and Families numbers are being tallied by programs with the start of the new year. Numbers will be entered as they are made available to me by the centers, preschools and family child care programs Hand in Hand works with).

Hand in Hand continues to offer virtual training and coaching services to early care providers. I am cohosting monthly Director CARE Zooms; an opportunity for Child Care Center Directors to connect with Hand in Hand, CCR&R and other Directors to connect, affirm, renew and educate each other on the current happenings in early childhood. I continue to provide Positive Behavior Interventions and Supports professional development support to newer Head Start and Early Head Start staff. This will continue through early 2021. Another session of Positive Solutions for Families will be offered in February/March 2021 in partnership with KIDS.

Additionally, I continue my work with the local Child Abuse Prevention Coalitions and will be writing for funding support from local community foundations to support the work of the coalitions. KIDS and Hand in Hand worked with our Community Partnership for Protecting Children group to host a virtual Legislative Forum in December. It was greatly attended by community support professionals and together we were able to inform our local legislatures of the great work providers are doing and identify gaps and areas needing support.

Becky Carlin– CACFP In Home Daycare Monitor

We are currently getting ready for a State Audit. CACFP is audited every 3 years and this is the year. Due to the National pandemic it will all be virtual. So next week I will be observed by State completing several desk reviews via zoom. Then in March we will continue on with the Administrative portion of the Audit.

CACFP In-home Providers served the following in November:

Breakfast: 4947
 Lunches: 5086
 Snacks: 6295
 Suppers: 218



Things are going well. I currently had 51 homes participate in December. I had several daycares closed for at least part of the month due to positive Covid testing. Will be working on paperwork needed to complete my State Audit.

CACFP In-home Providers served the following in December:

Breakfast: 5910
 Lunches: 6064
 Snacks: 7318
 Suppers: 254



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 35 children out of our targeted 48 children.

Grants:

Continuation Grant was submitted by 12/1/2020

Head Start – Funded for 306 children at \$3,310,909

Head Start Training & Technical Assistance (TTA) - \$33,314

Early Head Start – Funded for 176 children at \$2,619,352

Early Head Start Training & Technical Assistance (TTA) - \$46,156

Covid Carry Over Grant due 60-90 days prior to end of the fiscal year. Policy Council & Board have approved.

What's Happening:

Virtual Services

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

EHS – 6 out of 56 children

HS – 25 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.

Socialization – where multiple parents and their children interact are being conducted virtually.

Recruitment continues to be necessary ensure full enrollment. Having an unusually high number of families declining services due to the uncertainty of covid. **If you know of any children please refer them to your local Head Start center!**

Trainings

December 9 & 10 – Healthy Babies Curriculum Training for Home Base Teacher

Masking Up: New guidelines have required masking for all staff and children. Staff were phasing in wearing masks, but children started after the Governor's proclamation. Head Starts Covid funds allowed for purchasing masks which are laundered on-site. Children transitioned easily to wearing masks!



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 33 children out of our targeted 48 children.

Grants: Covid Carry Over Grant will be written with Policy Council and UDMO Board approval.

What's Happening:

Recruitment continues to be necessary ensure full enrollment. Having an unusually high number of families declining services due to the uncertainty of covid. **If you know of any children please refer them to your local Head Start center!**



Head Start: Continued

Virtual Services

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

EHS – 5 out of 56 children

HS – 22 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.

December Donations: Head Start was blessed with many donations from the communities in which we reside. There is no way to list all who so generously gave to our children and families, but included is a picture of children in Spencer who received a special pillowcase! The "Pillowcase Ladies" as they call themselves are keeping this annual giving alive.



WIC Report-Tami Meendering

Numbers served: During the month of November, our participation was 1910 active clients.

Local happenings: Due to local COVID cases, WIC will be serving participants virtually through January 18th, 2021. We will reassess the conditions in January to determine if reopening is an option.

WIC Client's Share:

"Our family was recently certified, and I am so very thankful for the daily nutrition support and food. I don't know what I would do without WIC." - **WIC Participant**

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

News reports confirm that President-Elect Joe Biden will select former Agriculture Secretary and former Iowa Governor Tom Vilsack to reprise his role as USDA chief. The National WIC Association has a strong history of partnership on key WIC priorities with Secretary Vilsack, who served as USDA chief for the duration of President Obama's term in office.

Numbers served: During the month of December, our participation was 1907 active clients.

Local happenings: Due to local COVID cases, WIC will be serving participants virtually through January 31st, 2021. We will reassess the conditions in mid-January to determine if reopening is an option.

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

Congress passed a bipartisan spending agreement that includes fiscal year 2021 appropriations and an additional \$900 billion in COVID-related aid. The agreement includes \$13 billion in nutrition aid, featuring a 15% increase in SNAP benefits through June 30, 2021. The agreement also requires USDA to establish a task force to issue recommendations on alternative transaction models by September 30, 2021 in response to the inequitable shopping experience for WIC families.

Unfortunately and despite NWA's strong advocacy, the bipartisan proposal to increase the Cash Value Benefit, which would enhance fruit and vegetable purchases for WIC families, was not included.

“Weatherization Report for November, 2020”

Number of Families Served in November 2020: **11**

Number of Families Served in FY 2020: **55**

Goal for 2020: **110 Homes**

Weatherization Update:

The Weatherization Department for the month of November we had a great month completing 11 homes for the month our best month since we have started back up from the COVID 19 Pandemic. We should be able to complete another 10 homes hopefully before the end of the month of December if all works out with the Holiday season. Things are looking good with the Weatherization Program contractors working hard and doing great work to our client’s homes. The weather also has been great this year which has been very productive for the program as far as completing homes quickly. Also with the colder weather Client referrals have improved, and has helped with work flow and producing more evaluations.

At this time we are 26 houses deep and counting for house with work in process which is great moving in to FY2021. So at this time I am very happy with the direction that UDMO Weatherization Program is going during these uncertain times. 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: PY20 Program Monitoring Visit

Location: Electronic/Online

Date: December 18th 2020

Time: All Day

Attendees: Ben Banowetz- State of Iowa

“Weatherization Report for December 2020”

Number of Families Served in December 2020: **10**

Number of Families Served in FY 2020: **65**

Goal for 2019: **110 Homes**

Weatherization Update:

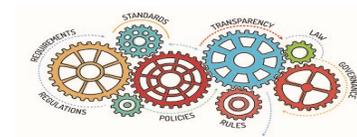
The Weatherization Department for the month of December was another great month reaching our 10 Homes per month goal. I am very pleased with the way the program is shifting into the right direction with it being such a difficult year to say the least. There isn’t much to say at this time with our program we will be receiving contracts soon for the FY21’ so when that information is released I will enter those dollar amounts that we will be receiving with the Utility, DOE, and HEAP contracts. At this time we are about 30 homes deep with homes that are in process, but aren’t completed. I am though however very pleased with where we are going moving into 2021.

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: **NONE AT THIS TIME...**





FY20 Foundation Grants:

Grants Submitted: 42
Grants Awarded: 34
Grants Denied: 6
Grants Pending: 2

FY21 Foundation Grants:

Grants Submitted: 8
Grants Awarded: 0
Grants Denied: 0

Continued to work on the Eviction & Foreclosure Prevention Program until it ended in December. UDMO received 453 applications. 341 were approved with 112 denied. Thank you to Alisa Schlieff and Heather Lundberg for assisting with the applications.

Submitted FY2020 Year End CSBG Reports which included Agency accomplishments, capacity, characteristics, individual and household counts, service counts, individual and family national performance indicators, community status forms and resources report. Thank you to Donna Tonderum for completing the agency resources report.

Submitted FY2020 CSBG Cares Reports which included individual and family national performance indicators.

Submitted Pack the Pantry Cold Storage Grants Reimbursement. As a reminder these were for Buena Vista, Clay, O'Brien and Webster Counties for freezer-less refrigerators.

Submitted the Mid-American reports. Mid-American had Cares funding to assist with client's past due utility bills.

Submitted the FY2020 CSBG Organizational Standards Self-Assessment.

Submitted William Morrison. We requested \$5,000 for Emergency Services in Hamilton County.

Submitted United Way of Greater Fort Dodge. We requested \$30,000 for operational costs for FaDSS and Webster County Outreach office.

Submitted No Kid Hungry Grant. Requested \$25,000 for the Food Pantry Program in all the counties that UDMO provides the program.

Submitted the Iowa Emergency Solutions Grant CARES Act Second Allocation. We requested the maximum amount of \$215,314 for Homeless Prevention and Rapid Re-housing.

Submitted Enhance Hamilton County Foundation Report for 2020 which was for the Christmas for Seniors Program.

Submitted application for the 2021 Enhance Hamilton County Foundation. We requested \$2,000 for the Back to School Program.

Submitted Humboldt County Community Foundation Grant. Requested \$2,500 for the Back to School Program.

Submitted a Food Storage Capacity Grant. Requested \$1,400 for Energy Star Freezers and Metal Storage Shelving Units for Webster County.

Submitted Northwest Iowa Regional Housing Trust Fund Grant Application. Written for \$20,000 for Buena Vista County and \$11,545 for Dickinson County. Funds will be used for Weatherization and housing services.

Submitted Emmet County Foundation Report. This was to show we exhausted all expenses from 2019 grant application for the Back to School Program.

Submitted City of Storm Lake Grant Application. Requested \$8,000 for Back to School Program.

Submitted Buena Vista Foundation Grant Report. This was on expansion of the reception area at the Buena Vista Outreach office.

Assisted in updating the Head Start Annual Report.

Assisted in pulling client characteristics and program reports for city and county funding requests.

Attended zoom meetings with Elisa Umscheid for No Boundaries who is creating a new webpage for UDMO, an Impact Partnership Webinar, and Grant Writing Readiness Webinar Series.

Finished the 2020 High Impact Leadership Training Series.

Upcoming projects:

- Update the agency's Community Needs Assessment and Strategic Plan

- Other foundation grants as they come in

- Prepare for CSBG Organizational Standards On-site Review

**November 2020 Outreach Report for Buena Vista, Clay, Dickinson, Emmet, Hamilton, Humboldt, O'Brien, Osceola,
Palo Alto, Pocahontas, Webster & Wright.**

By: Jamie Flugstad

Buena Vista– Maggie Reyes & Erika Cavanaugh

Happenings:

We have plenty to get ready for 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 plenty of donations from schools and businesses in the county for Thanksgiving and we were able to give this to families the Friday after Thanksgiving.

We've filled past our 200 families for the Adopt a Family Program and we have plenty of businesses, churches, and families calling and emailing to adopt these families.

The Kiwanis Food Pantry is the 4th Wednesday of the month and we go there to help register families.

We are so thankful for our volunteers from the High School, our BV volunteers, as well as our regular volunteers that come to assist. We wouldn't be able to do this without them!

Clay– Dawn Dahm & Trish Porath

Happenings:

Preparing for Santa for Seniors, Community Christmas, & Tree of Joy.

Handed out over 120 Thanksgiving food boxes. Dynos donated 120 turkeys and hams for our holiday food boxes.

Additional items were ordered from Hy-Vee and boxed for distribution on November 20th. In addition, a local chiropractor donated 20 turkey certificates. All boxes and turkeys were distributed to families who qualify. We will be doing the same thing for Christmas.

Client Safety Team & COVID Task Force Meetings via Zoom.

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

Processing LIHEAP applications.

Food pantry is busy.

Dickinson– Sondra Vitito & Mary Cattrysse

Happenings:

LIHEAP applications continue to come in everyday.

We are handing out coats, hats, and mittens for children in need.

We receive calls almost daily for Adopt a Family, both wanting to be adopted and those wanting to adopt.

Gifts have started coming in for families that have been adopted.

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

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

With the communities support, this year we were able to hand out 86 Thanksgiving meal baskets!

We are also going to offer Christmas meal baskets and plan on handing out about 90 of them the weeks leading up to Christmas. With COVID, more families are staying home for the holidays and with the communities support, we are able to help them with some of their needs this holiday season.

Emmet– Jessica Gosch

Happenings:

LIHEAP is going strong with applications for everyone who is income eligible.

Crisis situations, but not as bad now that families are applying for energy assistance and with the moratorium starting.

Coats, snow pants, hats, and mittens are still being donated.

Thanksgiving baskets along with turkeys were handed out to families on (our surplus day) Friday, November 13th and Friday, November 20th.

Our Community Christmas has been cancelled this year due to COVID. Some churches are figuring out how to do a little something on their own.

Emmet-Continued:

We continue to use caution while assisting families in need by keeping our door locked with a note that tells our hours and to call or knock and we will meet them at the door for assistance.

Deb Weir retires December 1st, 2020. Jessica Gosch will be the full time Outreach Specialist in Emmet.

Hamilton– Jamie Flugstad**Happenings:**

LIHEAP appointments continue.

Rent, rent deposits, and water disconnects.

Bikes for Tikes and Adopt a Family Applications.

Churches, community groups, and community members are adopting children for our Christmas Program. Christmas gifts are coming in each day. We received donations of toys from Abate and Dollar Tree. Monetary donations are also coming in.

Letters were mailed out to clients for Adopt a Family pick-up.

Working with St. Thomas on stocking stuffers for clients.

Hy-Vee donated 50 Thanksgiving bags with food and turkey vouchers.

Multiple food donations have been coming in. Webster City Middle School, St. Thomas, McFarland Clinic, Asbury Church, & St. Paul Lutheran Church all had food drives this month.

Jewell Piecemakers donated handmade quilts.

Working on Santa for Seniors.

Humboldt– Rebecca Jensen & Jessica Norman**Happenings:**

November birthday bags put together. Stock the birthday bag shelves with donations received. Send out December birthday bag letters.

Food donations. (Thanksgiving Challenge had over 75 donated!) Picture taken with Bank Iowa for the Thanksgiving Challenge boxes they donated. Picture was also taken for the 50 Thanksgiving food bags and couple to give out at the food pantry.

LIHEAP applications with missing paperwork continue to get all their paperwork. Enter LIHEAP apps.

Order LIHEAP supplies.

Food pantry Thursday's 9-3 p.m. & Tuesday 11/24/20 due to Thanksgiving. Figure out the food pantry schedule for December. Called families to pick up a coupon for a turkey, pie, and rolls, which was donated from Hy-Vee.

Thank you notes written for donations received.

Work with families for help with crisis electric/propane and completing LIHEAP applications. Crisis for city bills as they call in.

Communicated with two clients on furnace crisis program and process.

Collect Christmas Program applications. Started getting families adopted for the Christmas Program.

Continue to enter info into a spreadsheet for Christmas applications as they come in.

Hang Coats for Kids tags on the poster located on the 1st floor of the courthouse.

Call families to pick up coats for kids. Collect coats from the community members who have collected coat tags and bought a winter coat. Used coats are being donated to fill the free coat rack in the hallway of the courthouse.

Send rent crisis help for clients as they call in for Kim.

Give quilts out for individuals who are in need of one.

Collect applications for Bikes for Tikes.

O'Brien– Brenda Collier**Happenings:**

Christmas and LIHEAP season.

We've had some pretty cool donations here in O'Brien. The amount of toys that have been donated is amazing! The amount of support from this community is outstanding.

O'Brien Continued:**Success Story:**

We had a couple donate over \$500 of toys. The wife had been a client before and was inspired to give back. They did a YouTube Challenge and raised money to give back. They often do challenges to raise money to give back to various organizations. This is such a heartwarming story and truly shows the success in what we do here. – Brenda Collier, O'Brien County Outreach

Osceola– Wendy Pierce**Happenings:**

COVID-19 precautions.
Working on crisis assistance and disconnects.
Processing LIHEAP applications.
Receiving monetary and non-perishable donations.
Most of the Adopt a Family applicants have been adopted and Santa for Seniors were all adopted.
Receiving more donations during the holiday season.

Palo Alto– Lisa Black**Happenings:**

Receiving Christmas Applications.
Preparing Adopt a Family for the paper to publish.
Receiving applications for LIHEAP.
Receiving lots of donations.

Pocahontas– Kristen Hall**Happenings:**

Thanksgiving basket hand out was 11/23/20. A total of 25 turkeys and the fixing baskets.
Mobile Pantry was 11/25/20. We handed out 135 pantries to families and ran out by 5:30 p.m.
Collected 28 Thanksgiving Challenge Boxes, (about 924 lbs. of food alone!)

Webster—Diana Georg & Madalyn Montgomery**Happenings:**

Drive thru pantry on 11/19/20 was fast. We helped 300 households in 40 minutes. Next drive thru is 12/17/20.
Bikes for Tikes apps are completed and we will be giving out bikes on December 10th.
Christmas apps are full and have been adopted. We will be giving gifts out on 12/15/20.
We did the Thanksgiving Challenge food boxes for November. We had 1,265 lbs. of food donated by: Interstate Foundation, plus \$2000, Fort Dodge Housing, Elanco (FD Labs), Abby Underberg and her crew at ICC, Dencklau family, Goodpaster family, Anderson family, Sweeney family, Fiala family, and Johnson family.
Abate donated so many toys on 11/19/20 to counties for Christmas.
Availa Foundation donated \$1,000.
Janice Link continues to call and bring us bread for the drive thru pantry and office.
New Covenant Church donated \$400 for November & December. Holy Trinity Parish donated \$300 ongoing support for Webster County Outreach Programs.
Clarence & Kathy Schlieff donated \$100 for Christmas.

Wright-Sara Treiber**Happenings:**

Bikes for Tikes.
Adopt a Family Christmas.
St. John Parish donated coats.

Wright-Continued:

Women of St. Olaf Lutheran Belmond donated \$100.
 Anonymous donation of oatmeal.
 St. Olaf Lutheran Belmond donated coats, hats, and gloves.
 Elanco donated \$375 for the food pantry.
 Yolanda Amonson's 3 kids made up three food boxes and donated 81 lbs. of food to UDMO.
 Garden veggies donated.
 Casey's donated 20 lbs. of food.
 Fareway donated 2,565 lbs. of food.
 Crisis furnace.

Numbers Served

Number of Families Served: Buena Vista: 321, Clay: 374, Dickinson: 188, Emmet: 159, Hamilton: 129, Humboldt: 170, O'Brien: 156, Osceola: 34, Palo Alto: 87, Pocahontas: 146, Webster: 671, Wright: 106

Number of Individuals Served: Buena Vista: 1,074, Clay: 900, Dickinson: 392, Emmet: 416, Hamilton: 385, Humboldt: 414, O'Brien: 373, Osceola: 91, Palo Alto: 183, Pocahontas: 335, Webster: 1,556, Wright: 287

Year to Date Families Served: Buena Vista: 539, Clay: 591, Dickinson: 338, Emmet: 328, Hamilton: 326, Humboldt: 278, O'Brien: 278, Osceola: 148, Palo Alto: 203, Pocahontas: 266, Webster: 1,315, Wright: 309

Year to Date Individuals Served: Buena Vista: 1,529, Clay: 1,264, Dickinson: 572, Emmet: 713, Hamilton: 746, Humboldt: 569, O'Brien: 599, Osceola: 273, Palo Alto: 349, Pocahontas: 575, Webster: 2,554, Wright: 631

Monetary Donations

Buena Vista: \$2,765.00, Clay: \$4,575.00, Dickinson: \$13,540.00, Emmet: \$3,634.00, Hamilton: \$4,589.99, Humboldt: \$1,975.00, O'Brien: \$12,207.00, Osceola: \$410.00, Palo Alto: \$7,826.00, Pocahontas: \$5,795.00, Webster: \$3,900.00, Wright: \$475.00, TOTAL: \$61,691.99

December 2020 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 a lot of donations coming in from Hy-Vee, Walmart, and Fareway each day and that helps us to do our weekly food pantry.
 We are so thankful and happy with our awesome volunteers. They help bag food so we can get ready for our food pantry every Friday!
 We finished Adopt a Family and 242 families were adopted (or maybe even more because we keeping adding families), but everybody was adopted and it was beautiful. We had a lot of support from our beautiful BV County community.
 We are also helping with energy assistance. A lot of families are having a hard time with their bills and we are helping them.

Clay**Happenings:**

Distributed Christmas gifts to over 200 families and 32 seniors.
 Client Safety Team & COVID Task Force Meetings via Zoom.
 Getting a large number of requests for rent and utility assistance.
 Processing LIHEAP Applications.
 Distributed over 120 holiday food and baking boxes.

Dickinson**Happenings:**

LIHEAP applications continue to come in everyday.

We are handing out coats, hats, and mittens for children in need.

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

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

We have had an amazing month of donations! Toys, coats, gloves, and food from many local businesses.

Success Story:

At the beginning of December we had a gentleman, who frequented our food pantry, come to our office. He proceeded to inform us that he will no longer be needing our assistance as he found a job down south. He thanked us graciously and we couldn't have been more proud of him and what he continues to do!

We also had an amazing woman come to our office. She was in tears and didn't know where else to go. We found out that her husband of 20 years, and father to their two adopted boys, left them. They had no money or groceries, he took it all. We gave her Adopt a Family, Coats for Kids, and a TEFAP application. We also gave her a car full of groceries for the week.

Her family was adopted and had an amazing Christmas. She came in to pick up the gifts and was in tears. Thankfully they were tears of joy!

We have seen her every week at the pantry and will hopefully get her approved for LIHEAP. – Catie Cattrysse, Dickinson Outreach

Emmet**Happenings:**

We continue to receive LIHEAP applications daily.

We have coats, hats, gloves, and a few snow pants to hand out to children in need this winter.

The Estherville Chamber office is holding a Coat Drive for us.

We were able to hand out 91 Christmas meals with the help of our community. We are grateful for all the donations we received to help make this possible.

We are preparing for the Chore Program.

Hamilton**Happenings:**

Very busy with LIHEAP Applications, Crisis Cares, and CSBG rent and utility help.

New Cooperative donated hams.

A total of 133 kids received toys through our first year of Adopt a Family Program. All 50 families were adopted out to local churches and community members.

This is our first year doing Santa for Seniors. Household items were given to elderly clients.

Bikes for Tikes.

The Mobile Food Pantry was held at the UDMO Office on 12/15/20.

Stocking stuffers were donated from St. Thomas, Scentsy Buddies were donated from businesses throughout Webster City, and Town & Country donated food vouchers.

We received the William Morrison Grant in the amount of \$4,000.00.

Humboldt**Happenings:**

Figure out the Food Pantry volunteer schedule for December.

Food donations – dates checked and put on shelves in the pantry.

Double check the families who got a food pantry for December with the Food Bank list.

Food Pantry Thursday's 9:00 to 3:00 and Tuesday 12/22/20 due to Christmas Eve.

Picture taken with Town & Country Insurance for the Food Pantry cash donation they collected and donated.

Thank you notes were written for donations received.

LIHEAP applications with missing paperwork & calling to get the missing paperwork. Enter the LIHEAP applications once we have all the paperwork.

Work with clients on furnace crisis program & process.

Work with families with crisis for electric/propane and completing their LIHEAP application.

Send rent crisis help for clients as they call in to Kim, the Housing Coordinator.

Finish the spreadsheet for our Christmas Program & Christmas Applications. Create a donor list for the Christmas Program by family number. Created a list by family number and by family for the Christmas Program.

Sent out letters to families with family numbers for the Christmas Program pick-up.

Christmas Adopt a Family drop off is December 14th from 7:00 – 12:00 p.m. at the fairgrounds. Pick up for Adopt a Family is December 14th from 1:00 – 6:00 p.m.

Call families to pick up Adopt a Family boxes.

Put together 10 family Christmas gift boxes and food boxes after our annual Christmas Adopt a Family Program.

Enter into THO Christmas Adopt a Family for each individual and food box for the family.

Created list by family number for Bikes for Tikes.

Keep calling families to pick up winter coats for the Coats for Kids Program. Continue to enter into THO Coats for Kids as they are picked up.

As used coats are donated, we fill the free coat rack in the hallway of the Courthouse.

December birthday bags put together. Stock the birthday bag shelves with donations received. January birthday bag letters are being sent out.

Give out quilts to individuals who are in need of one and enter into THO.

Working on getting a microwave for a client.

O'Brien

Happenings:

We had 70 families adopted for Christmas and 23 senior citizens adopted as well.

Many people came together this year to make sure many people in the county were provided for.

Osceola

Happenings:

COVID 19 precautions.

The Christmas Program was successful.

Processing LIHEAP Applications and assisting with rent and utilities.

Receiving monetary donations weekly this month, food donations, and bags of toys are being donated.

Palo Alto

Happenings:

Distributing Adopt a Family gifts.

Receiving LIHEAP Applications.

Receiving a lot of donations.

Pocahontas

Happenings:

Christmas Adopt a Family was on 12/16/20 & we helped 55 families for Christmas. Bikes for Tikes were also given out the same day.

Largest food donation month of 2020 with 2,270 lbs. of food donated.

Happenings:

Quilts from Grace Lutheran and LaDonna Madsen. Some for the baby room and others were handed out to families for Christmas.

December 8th we handed out 1,200 hams with New Cooperative.

Bikes for Tikes was on December 10th at Ford Dodge Ford. Alpha Media had their staff there also to help hand out bikes. We did appointments this year and that went very smoothly.

Christmas was amazing! Gifts came in on the 14th and handed out on the 15th. We had so many adopt families this year. Grace Lutheran Church, New Covenant Church, Heartland, Interstate, Menards donated toys, Dollar Tree (donated toys, which were used as stocking stuffers, many families were adopted by individual families, Decker Truck Line adopted a family and gave a monetary donation. Webster Glass (Joe Tuel and Justin Skoglund hauled bikes to different counties the next day. Liberal Ladies donated 132 food bags and IA Outdoor store donated 100 pork loins. Several anonymous donations (box of socks, tons of food, baby room items, blankets, bath sets, and puzzles). A total of \$11,365.42 in monetary donations (food, Christmas, college transportation, Back to School Program, client services, and over 2,000 lbs. of food donated).

LIHEAP – We continue to have never ending hand applications. Just when you think you’re to the end, you get more.

Fort Dodge Fire Station did Coats for Kids through the FaDSS Program.

Drive thru Food Pantry was held on December 17th. We ordered for 350 families and we were out in an hour. We had about 30-50 families come in the next day for help with food.

Wright

Happenings:

\$2000 donation for Christmas from Samuel Lutheran Church in Clarion.

Sacred Heart Church in Eagle Grove donated 3 bikes. Terry & Vicki Arne donated \$100 for bikes & JA & Jean donated \$100 for bikes.

Prestage Food in Eagle Grove donated 28 bikes & \$1,062.00 to the Christmas Program.

Anonymous donation of 7 lbs. of food.

Eagle Grove School donated 340 lbs. of food.

350 lbs. of meat donated from the Clarion Locker.

New Cooperative donated 48 hams.

Vicky Boyington donated coats.

St. Paul Lutheran Church donated \$200.00.

Samuel Lutheran Church in Eagle Grove donated \$500.00

Wright County Farm Bureau donated \$1000.00

Angela Wesselink from Building Families donated hand sanitizer and Lysol.

Hats, gloves, coats, and fleece blankets were donated.

Numbers Served

Number of Families Served: Buena Vista: 372, Clay: 392, Dickinson: 184, Emmet: 157, Hamilton: 176, Humboldt: 231, O’Brien: 235, Osceola: 83, Palo Alto: 123, Pocahontas: 158, Webster: 655, Wright: 107

Number of Individuals Served: Buena Vista: 1,361, Clay: 997, Dickinson: 384, Emmet: 402, Hamilton: 517, Humboldt: 630, O’Brien: 597, Osceola: 234, Palo Alto: 323, Pocahontas: 456, Webster: 1,641, Wright: 292

Year to Date Families Served: Buena Vista: 671, Clay: 669, Dickinson: 388, Emmet: 381, Hamilton: 390, Humboldt: 363, O’Brien: 367, Osceola: 193, Palo Alto: 270, Pocahontas: 308, Webster: 1,612, Wright: 367

Year to Date Individuals Served: Buena Vista: 2,030, Clay: 1,442, Dickinson: 691, Emmet: 851, Hamilton: 916, Humboldt: 838, O’Brien: 842, Osceola: 403, Palo Alto: 537, Pocahontas: 686, Webster: 3,288, Wright: 778

Monetary Donations

Buena Vista: \$13,739.39, Clay: \$28,121.00, Dickinson: \$28,874.00, Emmet: \$8,335.00, Hamilton: \$9,160.00, Humboldt: \$4,343.26, O’Brien: \$13,732.50, Osceola: \$4,606.03, Palo Alto: \$6,575.00, Pocahontas: \$7,641.00, Webster: \$11,365.42, Wright: \$4,961.00, TOTAL: \$141,453.60