

UDMO Program Director's Report November, 2020



Executive Director - Jamey M. Whitney

This is the time of year where we have the opportunity to give thanks for all of our blessings that we have been given. Traditionally we surround ourselves with our family and friends; good food in our homes. Unfortunately, there are many individuals and families in our communities that do not have the same blessings or have been as fortunate as some. This year we are seeing even more people who have been challenged by the pandemic which has caused financial challenges, lack of food, housing evictions, utility cutoffs, unemployment; you've seen it all. The tasks I am sure that all of you are stressed with is an almost overwhelming

I say all this because I believe that now, more than ever we need to look beyond your family and friends and find solace knowing the huge impact that each and everyone of you are making in the lives of our neighbors in need. **PLEASE KNOW THAT YOU ARE MAKING A HUGE DIFFERENCE and I thank each and every one of you, staff, policy council and board members, for everything you do. You are my Thanksgiving!**

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 month. 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 did want to let all of you know about the **retirement of one of our long term employees Deb Weir, Outreach Specialist for Emmet County.** Deb has been employed with Upper Des Moines for **15 years** and originally served as an Outreach Assistant in Dickinson County. A change in staff afforded Deb the opportunity to assume an Outreach Specialist position eventually moving to Emmet County, Deb has decided that it is time to kick up her heels and enjoy her hard earned retirement. I asked her what her plans were and it sounds like she will be enjoying time with her family and also planned on volunteering at her church. Thank you Deb.

GRANTS

The objective of this report is to provide full disclosure as to what is happening with our grants and the programs we provide. The starting point is the funding decisions including the award amount and any changes to those awards during the funded period. Ever since we have been under this pandemic we have had to submit these in a non-traditional way which makes it seem like we have seen these contracts several times before. You will see in this report several items that have been discussed and approved previously. My intent is to submit them to you every time they cross my desk so that you know what is happening.

The first item is **LIHEAP-21-16. This was start-up funds to get the program underway in the amount \$183,458.** You have **previously approved** this grant and this is just a finalized copy.

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The second item, **LIHEAP-21-16 Amendment 1**, also was previously approved and involved the movement of \$7,621 dollars from the assurance 16 category in the budget to the program support category and no approval is needed. The third item is the balance of 90% of the **LIHEAP- 20-16 Amendment 2 in the amount of \$2,471,993. This requires board approval.** The fourth LIHEAP grant item **LIHEAP - 20-16 Amendment 8. This item was also previously approved** and involved the movement of money within cost categories **totaling \$17,000 from regular assistance into ECIP crisis funds.**

We do have one item for CSBG. The attached letter is an amendment to the original award which fills in items there were originally left blank on the Contract Execution form , purposely by DCAA. They were directed to not put the dollar amounts in until they officially received notice of award from the federal government. **CSBG-21-16 Amendment 1 identifies the needed information.** To complicate the issue a little bit more, **the original Contract Execution form was overlooked and not returned and inadvertently overlooked.** It has been submitted and a copy of the form was sent to you separately from your board packet.

The **FaDSS-21-16 Amendment 1 involved changing of the budget. Dollars were moved from the occupancy line item to salaries.** This allows the FaDSS Specialists to work from home and also allowed us to provide salary increases . This has been a challenge for the program since there has **not been an increase or change in the budget for the last 7 years.**

The next item is the **WIC #588oAO47 Amendment #2.** You have **previously approved** this amendment which increased the WIC budget by \$3,000.

Earlier this month, we were contacted by ICAA and asked if we could use any additional TBRA funds. The **TBRA - 19-1-HM-565 Amendment 1** Shows that we were **awarded an additional \$50,000** for rental assistance. We do **need approval** for this amendment.

The final grant item is the **FY2021 HS/EHS COVID-19 Carry Over Grant.** As you may recall we were awarded funding to cover the costs incurred in the Head Start/Early Head Start program due to the COVID-19. As we move closer to our grant closing date, we may be given the opportunity to carry over the balance of the funds unspent to be used beyond the February 28 due date. However, to do that we need to provide notice of intent and then write a grant requesting to carry-over at least 60-90 days prior. Quite a challenge when you don't know what your balance will be. **We are asking for the board to approve the grant as we will not be meeting in December and will most likely need to submit a grant during this time.**

PROGRAMS, REPORTS & REVIEW

On October 29th, the FaDSS program had a virtual on-site review of the program. Overall, the review went well. Alisa and her staff, once again showed that the UDMO FaDSS program is and always will be top notch! In your packet is the **FaDSS On-site Review Report** correspondence from Paige Eastin, FaDSS Program Manager from DCAA. Also, attached is a **Response from Alisa Schlieff, UDMO Family and Community Services Director** to the one finding that was made. Alisa will discuss this further at the board meeting.

We do have two items that we want to discuss regarding overall agency financial business. The first item is the **Agency Budget October 1, 2020 through September 30, 2021.** We are required to develop an agency wide budget annually. In your packet is the summary page of that budget and we will put the entire budget into your board folder for review. **The board will need to approve this item.**

Also in your packet is a **PPP Spending Analysis.** This shows you what we spent and returned in PPP loan funds. **After the board packet was sent, an adjustment to this analysis needed to be made due to the indirect rate.** Overall , we spent \$356,771.25 and returned \$835,928.75. **We will now be completing an application for forgiveness and wait for the approval.**

Also in your packet is the Head Start/Early Head Start Program Instruction - **ACF-PI-HS-20-06**. This provided guidance to programs needing or wanting to consolidate Head Start/Early Head Start grants with Child care partnership grants.

The next item, **LIHEAP Program Notice 21-02** provided clarification to LIHEAP programs on how to safely take applications from clients taking precautions against contracting or exposure to COVID.

The final item is the **FY2020 Audit Update**. Donna will provide a verbal report at the board meeting. As of this moment, we are in the 4th day of the audit and do not have anything to report here. I do know that Donna and her staff have been preparing for this audit and were a bit anxious since it will be conducted virtually. Donna has met daily with the audit team and has stated that nothing out of the ordinary has been brought up. **STAY TUNED!**

OTHER

We have one item under other and that is the **Roosevelt Building Progress**. We are still at a similar **position as we were last month**. I did have several conversations with Greg Winkel the appraiser as far as what the Head Start office was requesting. Mr. Winkel expressed that he was struggling with meeting this request since there were no comparable properties to the Roosevelt School. I did forward an email to Greg from the Federal Grant Specialist who is in charge of 1303 Facility projects. Basically the email stated that 70% of the cost of renovations should be added to the property value to come up with the As Complete Appraisal. Mr. Winkel, however, was not comfortable with just piecing that budget together. We had a meeting with the regional office on Wednesday, November 18th. I shared these concerns and asked if we could have the appraiser come in on a conference call so that he could hear first hand as to the requirements. What was decided is that Adam Parmentor, Region VII Facilities Specialist would contact Mr. Winkel and discuss and decide how to proceed. We were told that the grant funds were ready to go once this piece is figured out.

I do want to wish all board members and staff a very Happy Thanksgiving and a Happy Holiday Season! All of us have had a very challenging year and I for one am looking forward to a little bit of relaxation with my family regardless of if it is virtual or not!



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. As of the month of October, we have/had 60 employees take some type of Covid leave. This number does not include those that were affected but could work from home. 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.

We are very pleased to announce that we will see no increases in premiums to any of our benefits for 2021. Quite a bit of time was spent on getting everything behind the scenes ready for open enrollment. Much appreciation to our partners at Holmes Murphy for all you do for us, as well as Tiffany Harris and Elisa Umscheid for the work they did as well to make this all happen.

A survey was developed and sent out to all recent new hires in an effort to gain information on how to improve our new employee orientations. We met a s a team and went over the feedback. For the most part, the feedback was very positive. We do appreciate everyone that participated in the survey and will continue to make this process as streamlined and informative as possible.

We are piloting a safety team which met for the second 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 had the following new hire(s) for the month of October:

Temporary Outreach Office Aide Clay Co.

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

Teacher Storm Lake
Health Service Manager Jefferson



Operations Director– T.J. Thayer

LIHEAP start up for all household with someone in the home who is on disability, over 60 years of age, or in crisis of having their utilities turned off. We are continuing to keep our offices locked to prevent any spread of Covid. October has been a long month, many people are getting frustrated with everything going on. Staff has been stressed, but are handling themselves great. I am continuing to help at outreaches due to the high demand of needs.

- Walk through to determine new kitchen for Roosevelt.
- Hired new position for Clay County temp Outreach
- Housing trust board meeting
- Safety Committee meeting
- Program Directors meeting
- Thrashers doing work at Storm Lake building, Outreach/FaDSS/WIC location
- Boiler Start up and work done to the boiler system.
- Zoom meeting with Alisa and Jamey





Current projects:

Head Start:

The 20 machines that were ordered have been received and are in the process of being handed out to staff. Completion date is estimated to be mid-November.

Quotes for upgrades to the network infrastructure have been received and work will commence as soon as equipment has been received. This is expected to be finished around mid to end of January.

Phone and security systems at Gingerbread, Jefferson and Roosevelt bids have been received and are awaiting final approval.

Several indirect computer replacements have been ordered and are expected to arrive in November. Installation will begin as soon as they arrive.

Extra laptop computers have also been ordered for LiHeap offices to provide staff with the ability to work from home should an office experience an outbreak of Covid. Those machines are expected to arrive within November and will be installed immediately.

LiHeap desktop computer installations are ongoing for Outreach Assistants at each of the 12 offices.

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

We have decided to continue with our recycling program and will be placing a call to our recycler for pickup soon.

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 - Webster, Wright, Hamilton, Humboldt, Palo Alto, Emmet, Buena Vista and Pochontas

October 2020

Numbers Served

Number of Families Served:

for October 2020 72 families

Year to Date Families Served:

July 1 ,2019 to October 31, 2020: 94 families

Current Changes

Current Changes in Program/Services

Current Changes in National and/or State Trends

No changes

Current Events:

While I prefer to advocate for families and to showcase their successes, sometimes it is important to look inward. Our FaDSS program had just that chance this last month at our on-site. On-site can be so nerve wracking because each of us wants to do the very best for our families and for our program. This is important or we wouldn't do it. The strength of our program shown during our visits with the State managers and the answers to some of their questions. When they asked what our biggest strength was, we said almost in unison "each other". I think that says a lot for our group. We have adapted to working from home and working virtually with families. We have found resources we never thought we would have to help families dealing with extraordinary circumstances. We haven't always been perfect but the shortcomings were understood, improvement encouraged and success celebrated. It says much about our program model, our leader and our team that we have continued to strive for excellence just as we encourage those we work with to do the same.

Written by: April Kelley



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

October 2020

Families for October 2020	42
Families served for October 1, 2020-October 31, 2020	99
Families exited from the program for October 2020	4
Families exited from the program Oct 1, 2020-October 31, 2020	58
Families that were assisted that are not currently working with SAIL	11



I worked with a gentleman who has been struggling to get by due to Covid. He has an epileptic son and was unable to work when school was closed. He let the bills pile up. I was able to help with the Iowa Finance Authority Eviction Protection Program and the Utility Program. Through LiHeap, Crisis, and Cares United Cooperative was able to deliver propane. He was approved through IFA for rental assistance and is currently waiting to hear about his city bill through IFA.

I am working with an elderly guy who just lost his wife and doesn't understand technology, or how to figure out his bills. We were able to get him signed up for food stamps and insurance. He bought a smart phone but had to go back to his flip as he was locked out for 2 days. We went through a budget and wrote out the due dates for bills so he knows when he has to pay. When we had our mobile in Webster a lady in the church asked if Heather was here. She thanked me several times for helping her step-father out. It was a feel good moment. We signed him up for a Thanksgiving Basket and texted him about our hams that would be coming. As I was typing this up he called back and was excited to get the information. I believe he will be at the office within the hour. Thankful for the programs we have and the flexibility to make them work for some of our seniors.

Housing Report-Kim Motl Housing Coordinator



Housing Report October 2020

ESG:

Homeless Prevention: 7 Households and 9 Individuals

Rapid Re-Housing 1 Household and 1 Individuals

Homeless Prevention Cares: 8 Households 20 Individuals

TBRA:

8 Households and 27 Individuals

We continue to see a large flex of people needing help with rent. People are also having a hard time finding employment to pay housing costs. We have requested more funding for the TBRA program and hope to hear about that in November. There is another round of Cares money for housing and we will be applying for that. Wanted to share that Northwest Iowa Regional Housing will now be taking applications on line, we look forward to working with the new director.

My success this month, with the extra funding we were able to help with rent and keep individuals from being evicted, we have been working with singles and singles with children. We continue to struggle to find affordable housing in the area this is making it difficult to house those that are homeless. **THE STRUGGLE IS REAL AND PEOPLE ARE HURTING!**

On 10/2/2020 we received an email from Chris Taylor, Energy Assistance Bureau Chief, about our funding. I have copied and pasted that email below.

Continuing Resolution Funds Government through December 11, NEADA Pushes HHS to Release 90% of Funds

Early Thursday morning President Trump signed a [continuing resolution](#) to keep the Federal government open through December 11, 2020. The bill funds most programs, including LIHEAP, at fiscal year (FY) 2020 levels. It also includes the hold harmless that was implemented last year ensuring no state receives less than 97 percent of the LIHEAP allocation they received in FY 2019.

The LIHEAP formula is reapplied every year, so states will not necessarily receive the same level allocation as they did last year despite the total appropriation remaining the same. However, the hold harmless provision should prevent any significant volatility.

In previous years, the U.S. Department of Health and Human Services (HHS) has released 90 percent of the anticipated annual appropriation for LIHEAP so that states have enough funds to run their heating programs. NEADA is sending a letter to HHS requesting that the administration take the same approach this year. We are also working with the offices of Senators Reed and Collins to circulate a Senate letter to HHS supporting the quick release of funds.

We do not anticipate any delays in HHS releasing funds. We will provide additional updates as more information becomes available.

State required news releases have been done.

For October, Outreach took and processed 2,325 applications for Liheap and of that number 2,255 were eligible for a total spent of \$1,087,980. Last year Outreach had approved 2,539 applications, so we are behind 284 applications.

The average Liheap payment is \$482. Last year at this time our average payment was \$479. Points this year are worth \$40. Last year at this time points were worth \$40.

For October, 47 households received Crisis Cares assistance in the amount of \$22,200.50.

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.)

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.

Kommunity Involvement Development and Support (K.I.D.S)-Jessie Hansen



In October, I worked on submitting the 1st Quarter reports for Prevent Child Abuse Iowa. These were submitted on time by the 15th of October. These include updates on community measures such as community representatives that participate in quarterly meetings, marketing completed, success stories, and expenditures.

I also was able to move our KIDS Program supplies out of storage and into the Hartley Elementary School, where the Hartley Melvin Sanborn Middle School is currently located. We are able to access our supplies in a more efficient manner, so that when the time comes we are able to utilize them for in home visitation. This will only be a temporary move, as the Middle School that is housed in the old Elementary building, will relocate once their school renovations are complete in Sanborn. At this time, we are not able to relocate to the new Middle School and alternative arrangements may need to be made.

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. This was a five-week group to include Head Start staff and families. In collaboration with Head Start, we were also able to partner to provide PBIS in Spanish to both KIDS Program families and Head Start. We look forward to continuing this training and collaboration in the future.

Also, I was invited to participate in a Northwest Iowa ACES Collaboration Group. I look forward to learning more about the work they are doing as well as sharing resources. I also made contact with the Northwest Iowa Care Connections Director, Melissa Loehr to discuss her or her staff's participation in local prevention councils at the request specifically of Kossuth County CARE Team.

I have received five referrals at the end of October and I continue to discuss the KIDS Program participants on an on-going basis, as well as providing additional opportunities to support families this coming Spring. I am very excited to be a part of and spear head some of these opportunities and being able to share more details as they are available.

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 and KIDS worked collaboratively to complete the Positive Solutions with Families training through the end of October and into early November. We were able to incorporate key concepts of the Parent's As Teachers curriculum into the training as well. In addition to a few families attending, we hosted multiple Head Start and Early Head Start staff. We have begun planning for our next training.

Shakira is participating in Train the Trainers for PBIS Infant/Toddler during November to gain updated information on providing virtual trainings and increasing tools in adult learning strategies. Completing this training also meets standards to be an approved trainer for Child Care Resource & Referral and move forward planning and offering professional development for early care providers in the 7 county area we serve through our ICAAP funding.

Becky Carlin– CACFP In Home Daycare Monitor

October 1, the CACFP In-home Daycare Program acquired 15 new providers from Lyon and Sioux Counties. We are now supporting 53 providers. I have completed that transition. In addition, I signed up a new provider on 10/30/2020. Right now I currently have 5 providers that are shut down for quarantine because of positive Covid tests.

CACFP In-home Providers served the following in October:

Breakfast: 5996
 Lunches: 5902
 Snacks: 7422
 Suppers: 214

Enrollment & Disabilities: Head Start continues to maintain full enroll with 176 Early Head Start and 306 Head Start children. Currently, we have 33 children receiving special education services out of our targeted 48 children to meet the 10% mandate.

Grants:

Continuation Grant is due December 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

What’s Happening:

Virtual Services

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

EHS – 9 out of 56 children

HS – 24 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

Mentoring & Practice-Based Coaching for Home Base & Center Base:

Mentoring within our program, it is the expectation all home-based teachers or center-based teachers **are mentored or “Pre-Coached” (as Mentees) for a 3 to 5-year period** by an CB or HB Educational Coach to learn the foundational expectations. The Mentoring Matrix documents an employee’s implementation of program expectations through the use of ongoing monitoring.

Once monitoring tools are used to validate full implementation of foundational expectations and documented on the Mentoring Matrix, a **classroom lead teacher** or a **home-based teacher is invited** to become a **Coached individual** for a **period of one year** at a time (**as Coachees**). PBC Agreements are signed by committed individuals and revisited annually and are kept in Human Resources.

Practice Based Coaching (PBC) is a cyclical process for supporting teacher’s use of effective teaching practices that lead to positive outcomes for children. Employees who have met foundational expectations commit for one school year to engage in PBC which includes:

1. Planning goals and action steps
2. Engaging in focused observations
3. Reflecting on and sharing feedback about teaching practices

2019-2020		
	# of Coaches	5
		7
	# of Staff Mentored	8
	# of Staff Coached	5
2020-2021		
	# of Coaches	9
		8
	# of Staff Mentored	2
	# pf Staff Coached	5



“Weatherization Report for October, 2020”

Weatherization Update:

Number of Families Served in FY 2020: 44

Number of Families Served in October 2020: 8

Goal for 2019: 110 Homes



Weatherization Update:

The Weatherization Department for the month of October we had another good month we completed 8 homes. Everything seems to be going smoother with all contractors back to work fulltime. We are hopeful that some unknown issues with this situation with COVID doesn't again have a diverse effect on our Weatherization Program and we can continue to do the work that we can do to serve our clients that need this assistance from our program. We will continue to stay ahead of this problem and take preventive measures as much as we can to keep our employees and our clients protected. 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!!!

[Kayla McKinney-Director of Program Development, Compliance & Reporting](#)

On maternity leave.



Emily Swancutt WIC Director-

Numbers served: During the month of October, our participation was 1932 active clients.



Local happenings: Due to a surge in local COVID cases, WIC will be serving participants virtually starting the week of November 23. The program has been receiving a lot of referrals from area partners for new clients. Since the pandemic, we have seen a steady increase in WIC participation numbers. We are continuing to try to reach individuals in need of the WIC program's services.

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

For months, House Speaker Nancy Pelosi (D-CA) and Treasury Secretary Steven Mnuchin have been negotiating over a bipartisan proposal to provide a relief package to address the public health and economic crisis of the COVID-19 pandemic. There continue to be outstanding partisan divisions over the scope of the package and substance of the aid. Democrats are standing by support for families and state/local governments while the Republicans are favoring a narrower package focused on supporting businesses. Late last week, Speaker Pelosi sent a letter to Secretary Mnuchin outlining the remaining divisions on child care, safe schools, unemployment insurance, amongst other provisions.

There were hopes weeks ago that a package would come together by the election; however, Speaker Pelosi is now aiming for a relief deal to come together in the final months of this Congress. Senate Majority Leader Mitch McConnell (R-KY), who has not been involved in the negotiations – steadfastly refusing to take up any relief package unless paired down (viewed widely inadequate by economists and the Federal Reserve Chairman Jerome Powell) – has signaled that he would prefer to wait until January to resume negotiations. The consequences of these delays heap untold hardships on millions of individuals and families adversely impacted by the economic consequences of the COVID pandemic.

As importantly, Congress will also have to advance a continuing resolution before the December 11 deadline to avert a government shutdown before the new Congress is seated in January.

**October 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 have plenty of families calling about energy assistance that would begin November 1st.

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:

Coats were distributed to families that signed up for Coats for Kids.

Tree of Joy, Community Christmas & Santa for Seniors Programs are all full.

Received items from Food Bank of Iowa.

Client Safety Team and COVID Task Force Meetings via Zoom.

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

Food pantry is busy.

Processed LIHEAP Applications.

Ordered items for the Birthday Room, Baby's Room, & Holiday Programs.

Food distributed in partnership with USDA, Spencer Jaycees and GACO.

Dickinson– Sondra Vitito & Mary Cattrysse

Happenings:

We have many clients coming in for Crisis and LIHEAP.

We are handing out coats, hat, 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.

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

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

We are able to help with many rent and utility crisis this month.

Emmet– Deb Weir & Jessica Gosch

Happenings:

LIHEAP has been done for anyone 60 or older and/or on disability.

Ready for November 1st when everyone can apply.

Some coats have been donated for the Coats for Kids Program. Churches will be donating coats, hats, and mittens along with snow pants.

Some area churches are trying to figure out how they can give to families for Christmas as our Community Christmas has been cancelled because of COVID.

Doing daily organizing and cleaning in the pantry area.

We ordered food for our Thanksgiving holiday meal handout and will be ordering turkeys when we are able to.

Hamilton– Jamie Flugstad

Happenings:

LIHEAP and crisis applications continue.

Kiwanis donated coats.

St. Paul donated hats.

Hamilton-Continued:

Coats were given out to kids in need.

Started Bikes for Tikes Applications.

The HERO Members aren't doing the Angel Tree Program this year for Hamilton County due to COVID, so we are taking on 50 Families for Christmas. The churches are stepping in to help out with purchasing items for the children in need.

St. Thomas held their Mobile Food Pantry at our office parking lot on 10/20/20, which was a success. Leftover food was donated to UDMO.

We now have a storage room on the main floor of the building. Alisa and Heather are purchasing totes and will be moving the coats from the basement to upstairs.

Hy-Vee had 2 brand new washers that they wanted to donate to 2 households in need.

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

October Birthday Bags put together. Stock the Birthday bag shelves with donations received.

Food donations.

Read the LIHEAP manual and ordered LIHEAP supplies.

LIHEAP applications are being completed and calling clients with missing paperwork.

Food pantry is Thursday's 9-3 p.m. Figuring out the food pantry schedule for November.

Thank you notes written for donations received.

Working with families with crisis for electric/propane. Crisis for City bills as they call in. Worked with 2 clients needing furnace crisis.

Collect Christmas Program applications. Started a spreadsheet for Christmas applications as they come in.

Collect Coats for Kids applications and completed applications over the phone. Started a spreadsheet as the applications come in. Called families to come pick up their coats.

Collect coats from community members who have collected Coats for Kids tags. Picture was taken with City of Dakota City for the 12 Coats for Kids tags they bought winter coats for and donated. Picture taken with Bank Iowa for the 13 winter coats they bought and donated.

Hung Coats for Kids tag on a poster located on the 1st floor of the courthouse.

Send out November Birthday Bag letters.

Rent crisis calls coming in are being sent to Kim.

Filled book bags for the Back to School applications that are still coming in and have families stop by to pick them up.

Give out quilts to individuals.

Collect applications for Bikes for Tikes.

Find a couple families to receive a Thanksgiving food box from local service groups/clubs.

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

Energy Assistance.

Osceola– Wendy Pierce**Happenings:**

COVID-19 precautions.

Working on Crisis assistance and disconnections.

Processing LIHEAP applications.

Receiving monetary and non-perishable donations.



Palo Alto– Lisa Black**Happenings:**

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

Pocahontas– Kristen Hall**Happenings:**

Continue to provide Lauren’s Congregate weekend meals for 20 homebound individuals.
 Coats for Kids pick up was October 7th.
 Continue to take Bikes for Tikes and Adopt a Family applications.

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

15 Peanut butter and 15 Jelly – Donated by Ryan G/Green Amusement.
 Drive thru pantry October 15th went well and an extra pantry was held on the 29th and that went well with staff dressed up for Halloween and a little fun.
 All AE’s were entered that have been brought in.
 Busy daily with MidAmerican. Water disconnects and reconnects.
 Baby infant swing and big baby jumper donated for the Baby’s Room.

Success Story:**Our Outreach Staff is a Success Story!**

We are all a Success Story! Pat yourself on the back, compliment one another. We all work hard every day helping families. Sometimes this is not only stressful on them, it is stressful on us too! Take care of yourself. With COVID all around us, please wear your masks, wash your hands and stay safe.

Things to Remember: You don’t have to be perfect! Having a bad day is ok! Small steps are also progress!
 Asking for help is strength! People love and appreciate you! – Dianna Georg, Webster County Outreach

Wright—Sarah Trieber**Happenings:**

Energy Assistance.

Numbers Served

Number of Families Served: Buena Vista: 371, Clay: 490, Dickinson: 249, Emmet: 258, Hamilton: 250, Humboldt: 195, O’Brien: 185, Osceola: 129, Palo Alto: 158, Pocahontas: 200, Webster: 883, Wright: 233

Number of Individuals Served: Buena Vista: 906, Clay: 1,058, Dickinson: 355, Emmet: 505, Hamilton: 497, Humboldt: 345, O’Brien: 335, Osceola: 223, Palo Alto: 238, Pocahontas: 426, Webster: 1,506, Wright: 417

Year to Date Families Served: Buena Vista: 371, Clay: 490, Dickinson: 249, Emmet: 258, Hamilton: 250, Humboldt: 195, O’Brien: 185, Osceola: 129, Palo Alto: 158, Pocahontas: 200, Webster: 883, Wright: 233

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Monetary Donations

Buena Vista: \$1,160.00, Clay: \$7,483.42, Dickinson: \$2,025.00, Emmet: \$425.00, Hamilton: \$680.65, Humboldt: \$100.00, O’Brien: Not Reported, Osceola: Not Reported, Palo Alto: \$1,025.00, Pocahontas: \$300.00, Webster: \$1,165.00, Wright: Not Reported, TOTAL: \$14,364.07

