

# UDMO Program Director's Report February, 2022



## Interim Executive Director - Julie Edwards

In writing this, I have the first couple weeks as interim under my belt. The days have been filled with learning which I find invigorating! I have enjoyed meeting Directors and staff which I had not had the privilege of working with prior. I have participated in Iowa Community Action Association activities raising my level of awareness of upcoming legislature which will impact those we serve. While meeting with staff I was able to visit a couple at their Outreach Offices. I have been so impressed with the dedication and amount of team work UDMO staff exhibit!

### Key Staff Changes:

George Wigen, Human Resource Director is no longer with UDMO.

Jamey Whitney, Executive Director is no longer with UDMO.

Julie Edwards, was appointed Interim Executive Director.

Tiffany Harris is the new Human Resources Manager

Thomas Thayer has been reappointed as the Operations Director.

### The UDMO Board of Directors will need to approve the following items:

**Mariah Martinez has agreed to continue to serve on the UDMO Board of Directors**

**LIHEAP Contract LIHEAP-22-16** was received for 10/2/21 through 9/30/22 for the amount of \$3,601,199 for the 12 counties UDMO serves.

UDMO Energy Director has requested a **contract amendment for Liheap-21- ARPA-16 Amendment #2**. Shelly has **requested to move ECIP (crisis funds) in the amount of \$266,956.97 into Regular Assistance** since there was a shortfall due to increased points being awarded. This will leave \$801,700.51 in ECIP for the ARPA grant that should be utilized prior to using FY 22 ECIP funds.

The Division of Community Action Agencies received a **CSBG maximum amount of FY2022 funds UDMO can draw down** for second quarter until additional **allocations are made of \$222,847 for Contract Number CSGB-22-16 Amendment Number 2**.

**FADSs** submitted three-year competitive grant for the project period of July 1, 2022- June 30, 2025 (SFY 2023 - SFY 2025). Budget is for the amount of \$380,619.00.

**ERA2 Iowa Rapid Rehousing Project (RRH) is a pilot initiative** to assist families and individuals quickly exit homelessness and return to permanent housing. Up to 17 grants will be funded from the \$21 **million** obligated by Governor Reynolds from the state's federal Emergency Rental Assistance program (ERA2). Application deadline is 2/18/22. **Application amount was \$741,431**. NOA will be in March 2022 with full launch targeted for second quarter of 2022.

**Iowa ESG-CV2 Application for Limited Reopening ESC-CV Homeless Assistance Program was applied for in the amount of \$53,829.**

**WIC is applying for a five-year \$734,095 competitive grant** to serve the following counties: Cherokee, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola and Palo Alto. Due to regional restructuring Buena Vista will not be served and the new county is Cherokee. Mid-Sioux will not serve as a collaborative partner so WIC will hire and train new staff. Deadline for submission is 3/28/22. The grant cycle if awarded will be 10/1/22 -9/30/28.

**Operations Director job description** for UDMO has been developed. The person in this position maintains and oversees the company's grounds, buildings and equipment to ensure that a workspace is safe and functional. Their duties include negotiating contracts with service providers, inspecting facilities to meet safety regulations and coordinating renovations and updates. Additionally, this position will supervise and manage the procurement process and data base necessary for UDMO's successful expansion and diversification of agency funding. **The Essential Duties and Responsibilities section was updated from the prior job description as those duties are now primarily the responsibility of the Director of Development, Compliance & Reporting.**

Interim Executive Director's

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**Access Card Policy** updated from \$5.00 to **\$15.00 replacement cost** of access cards due to loss or damage.

**United Way Webster County Outreach received their first installment of the \$10,000.** We had requested \$20,000. This installment is for January-June 2022. At that point, they will re-assess for the remainder of the year. This will be divided 50/50 FaDSS and Webster County Outreach.

**Division of Community Action Agencies completed its desk-review of UDMO's FY21 CSBG year-end reports.** UDMO completed reports as required and addressed the questions/requests the DCAA had concerning the reports. **UDMO's FFY 2021 CSBG year-end reports have been accepted.**

#### **Other News:**

**IRS mileage rate increased** on 1/1/2022 to 58.5 cents per mile. Previously it was .56 cents per mile.

**Office of Head Start released an IM on 2/1/22 regarding Head Start Transportation Services and Vehicles During the COVID-19 Pandemic.** It encourages strategies to keep transportation staff and children safe including ways to ensure Head Start vehicles are safe places for transportation of staff and children.

**Office of Head Start released a PI on 1/21/22 regarding Final Rule of Flexibility for Head Start designation Renewals in Certain Emergencies.** This is a new section of Head Start Performance Standards under 1304 Subpart B – Designation Renewal. 1204.17 establishes parameters by which OHS may make designation renewal determinations when federal declared disaster or emergencies prevent collection of all data normally required for making such determinations. Specifically identified were CLASS reviews that may not be conducted in advance of a grant ending its five-year period.

HSES announcement was sent to Head Start stating **OHS will not conduct CLASS reviews this year or for the remainder of our current grant period,** per authority under 1304.17 of Head Start Performance Standards. OHS will rely on its monitoring review and federal oversight to promote the provision of high-quality education services for enrolled children.

**Humboldt County Community Foundation awarded UDMO \$1,500 for the Coat for Kids Program** in Humboldt County. **Iowa Department of Human Rights/Division of Community Action Agencies (DCAA) announced the publication of the FY22 DOE Weatherization State Plan.** Funds budgeted in this plan are based on 2021 funding levels and will be adjusted when final 2022 allocations are determined. The plan is subject to change based on comments received by the state and regulations from the U.S. Department of Health and Human Services. The public hearing was held on 2/7/22.

**Iowa Weatherization Program Notice 21-05 updated the Emergency Health Preparedness Policy Pre-Audit Protocol regarding COVID-19 days** for testing positive, exposure to COVID-19 and deferring the audit for 5 days if either of the aforementioned occurred.

**Iowa Department of Public Health completed an annual audit of UDMO for year end 9/20/21.** They received a copy of UDMO's Annual Audit from Wipfli. **It was determined that the audit report does comply and there were no findings.**

**ESG-CV Notice recipients received updates regarding the expenditure deadlines for HUD** set forth in **Notice CPD-21-08 (ESG-CV Notice).** The Notice established spending parameters to ensure ESG funds provided under the CARES Act are used to provide urgent assistance of households experiencing homelessness during the COVID-19 pandemic. Up to 20% of total grant by 9/30/21 and up to 80% by 3/31/22.

**Head Start's Continuation Grant for FY2023 has been accepted.**

#### **Roosevelt Update:**

Suppression Hood – Working with the city of Estherville to receive approval for installation.

Playground – Applied for Building Permit and Variance.

Boiler- A new boiler feed tank was installed.

December storm damage has been temporarily repaired through insurance.



COVID exposures/illnesses are continuing to present themselves within our agency at a high rate. It remains a juggling act to run certain programs/classrooms.

Unfortunately, there is still a big decline in applicant flow. Different advertising strategies are being explored. Aligning wages within our budget constraints is always a point of discussion. Also, we are still exploring other options to retain employees.

Wellness & Safety Committee has been restructured and met for our first initial meeting. We will focus our efforts on a safe work place as well as shifting our focus to an overall wellbeing state verses just a physically active state.

1095-C tax forms were prepared and mailed.

Worked with Head Start to complete an on site DHS review.

Wage comparability study was completed.

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

|                    |                |
|--------------------|----------------|
| Accounting Clerk   | Central Office |
| Custodian-Sub      | Central Office |
| Substitute Teacher | Estherville    |
| Assistant Teacher  | ILCC           |



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

|                    |                |
|--------------------|----------------|
| Assistant Teacher  | Jefferson      |
| HR Director        | Central Office |
| Site Assistant     | Central Office |
| Home Based Teacher | Jefferson      |
| Cook               | Jefferson      |
| Executive Director | Central Office |
| Education Coach    | Jefferson      |

**T.J Thayer Facilities Director-**

I finished up working with outreach and started working on projects with facilities as my main role as Operations Director. Roosevelt is and has remained the main focus for myself. The new boiler feed tank has been installed. We have been working with Midwestern Mechanical to get all the glitches taken care of and the system is working very well. Midwestern Mechanical is also working on getting all the steam traps fixed, replaced, or cleaned to help regulate heat throughout the building. The boiler room roof was damaged by the wind so worked with insurance and Schwickert Tecta America to get the roof fixed for the winter.

Meeting with Jamey  
 Meeting at Roosevelt with Boiler Contractor  
 Housing Trust meeting

Disaster Training  
 Emmet County Grant meeting  
 Working on 1303 grant

Meeting with Julie



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

January 2022

|  |    |
|--|----|
| Families for January 2022  | 27 |
| Families served for October 1, 2020-January 31, 2022                 | 52 |
| Families exited from the program for January 2022                    | 3  |
| Families exited from the program Oct 1, 2020-January 31, 2022        | 24 |
| Families that were assisted that are not currently working with SAIL | 22 |



Steven has been washing his clothes by hand for months. He wasn't able to come up with the funds needed for a new wash machine. Steven got an estimate from Menards for a washer and filled out an application for Embrace Iowa. He was awarded and received a new washer. He was very emotional and thanked me over and over.

Ralph, a 54-year-old man, who is on disability has been sleeping on the floor for over two years. Called me one day and asked if I had any programs that could help him get a bed. I met with him and we filled out the Embrace Iowa application. He had gotten an estimate from Slumberland so we sent everything in. He was awarded the funds for a brand-new bed. He was able to have a neighbor help him pick it up and set it up in his apartment. He called me and thanked me!

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

January 2022

Numbers Served  
 Number of Families Served:  
for Januray 2022 75 families

Year to Date Families Served:

July 1 ,2019 to January 31, 2022: 101 families



Success Story:

When Savannah first enrolled in the FaDSS program, she was recently separated from an abusive partner and not working. She was a newly single mom with 4 kids and trying to figure out her next step. Savannah had just started the HSED program and was trying to keep up with her busy schedule. FaDSS was able to partner up with Savannah's early Head Start worker to do joint visits and ensure that her younger 2 children were staying developmentally on track. We also budgeted regularly and utilized our goal sheets to help Savannah to know what she had going on and to maintain a good schedule. During her time in the program, FaDSS made sure that Savannah's family could participate in other programs within the agency like back to school supply pick up, Christmas gifts, Thanksgiving meals, Bicycles for the kids, energy assistance and more. When many things went virtual, Savannah took a step away from HSED to focus on helping the kids with school at home and eventually when they were back in school, she found a full-time job that allowed her to go off FIP. She enjoyed the work but just recently felt like she wanted to further her education and expand her options. Right now, Savannah is prepping to sign up for a spring HSED session and she is seeking a new job opportunity. At her next home visit, we will be revamping her resume to help her find a job as she hopes to remain off FIP and continue to be able to support her family herself!



Current projects:

I received notification from Microsoft that they are changing their pricing structure for their products as they move to eliminate all on-premise products. They are limiting on-premise purchases to only those non-profits that qualify and meet their restrictive guidelines. At this time, I have not been able to identify what those requirements to qualify are, but I am reaching out to my suppliers who are reaching out to Microsoft for clarification.

Microsoft's plan is to move all consumers to a cloud-based platform with a month to month subscription. I am also working with several IT companies to get pricing on moving our organization to cloud based products. I will supply more information as it becomes available.

As of this writing, the delivery on computers and electronics is continuing to be slow due to supply chain issues. Computers are typically taking an additional 4 to 6 weeks for delivery. Printers are becoming impossible to find with most stock sold out and no re-stocking date indicated. At this time, we are not ordering printers unless they are listed as in stock and we are planning for 8-week delivery on any computers ordered. Additionally, we are trying to adjust our expectations and only order items that are in stock.

The new smart board TV's and computers are here and we are about 50% done with installations. Those should be completed by mid to late February.

The server in Emmetsburg has been replaced and we are currently awaiting delivery of a new UPS battery backup for that location. The Fort Dodge Server will be replaced in March.

Antivirus upgrade is nearing completion, all new computers are being released with the new version, all old computers that can connect to the controller have done so and the final upgrade has been pushed out. All computers that did not automatically connect to the controller are being handled individually and this is ongoing as they are identified they are updated. This will continue to be a work in progress as we address those old machines individually.

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 pickup 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/>

0-5 Early Childhood Programs– Director Julie Edwards



What's Happening:

**Full Enrollment:** 306 Head Start children & 176 Early Head Start children.

**Temporary classroom closures:** Remain the same with two toddler rooms temporarily closed due to staffing shortages in Spencer and Storm Lake.

**Disabilities:** The program is currently serving 44 children who have qualified to receive special education services. Our target is 48 which is 10% of our funded enrollment.

**Covid Vaccination numbers in Head Start**

- 88% (141) staff members are vaccinated
- 9 have approved exemptions
- 17 staff are unvaccinated

**Community Kindness**

Grace United Methodist Church in Spencer has generously donated monthly Take and Make meal bags for Head Start families for several years. The church has also provided donations of paper products for families. Holiday gift bags with toys, books and activities are also included. Families have been very appreciative of all they have done and continue to do.

Weatherization-Kyle Dietrich“Weatherization Report for January 2022”

Number of Families Served in January 2022: **5**

Number of Families Served in FY 2022: **5**

Goal for 2022: **110 Homes**

Weatherization Update:

The Weatherization Department for the month of January 2022 only completed 5 Homes. With starting a new year again for the Weatherization Program, it wasn't quite what we were hoping for to start out the year, but always seems to not produce as many homes as we like every January for whatever the reasons are, it just seems to be a redundant situation. On a good note we will be having a previous contractor that left us in the past., that is almost ready to start working for us again and this is going to be great addition on making sure that we make the number of homes completed in this coming year and assisting more clients. Having another contractor will be huge that was one of our major issue's through out this last year and having someone that has worked for this program in the past, this will be extremely beneficial. Also, we still have at least one more that has been staying in contact with me and is still working towards getting all the necessary paperwork to also work for us. So hopefully moving forward we will be evaluating more and completing more homes at a much higher rate. 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.)

Becky Carlin– CACFP In Home Daycare Sponsor

With signing a new provider in January, I currently have 52 providers. They all submitted claims in January. Covid and Crud continue to raise havoc this month in many of my counties. I am still concentrating heavily on recruitment and retention.

CACFP In-home Providers served the following in January:

|            |      |
|------------|------|
| Breakfast: | 6001 |
| Lunches:   | 5794 |
| Snacks:    | 7422 |
| Suppers:   | 249  |

Maddie Wankum-WIC Director

**Numbers served:** During the month of January, our participation was 1777 active clients.

**Local happenings:** Due to high rates of COVID, IDPH is allowing WIC agencies the option to provide remote services for all WIC appointments for the months of January and February. UDMO WIC will continue offering face-to-face appointments and offer remote services to anyone that express concerns about to clinic for an appointment.

**Current changes in national and/or state trends:**

No recent news.



For January, Outreach took and processed 578 Liheap applications and of that number 510 were eligible for a total amount of \$250,320. 68 applications were denied. Year to date, Outreach has approved 4,624 applications for a total spent of \$2,322,440. Last year at this time Outreach had approved 4,692 applications, so we are behind 68 applications. The average Liheap payment is \$502.26.

45 households received Liheap-21 ARPA Crisis funds in the amount of \$45,374.04. Year to date, 291 households received crisis for a total spent of \$195,164.34. 241 households received LIHWAP Crisis funds in the amount of \$32,307.51. Year to date, 786 households received LIHWAP crisis for a total spent of \$82,766.76.

We are working on a new Crisis component, called LIHWAP (Low-Income Household Water Assistance Program). There are 2 different funding levels for this. LIHWAP-21 CAA and LIHWAP-21 ARPA. We will be using the LIHWAP-21 CAA first. Once this has been expended then we will be issued LIHWAP-21 ARPA funding. This Crisis program will help to pay a person's arrearage or disconnected bill for water and/or waste water. This is a pilot program and currently only authorized through September 2023. This will start in October, 2021. Our contracted budget amount is \$362,995.

We are using LIHEAP-21 ARPA funds for Liheap payments and Crisis payments. Crisis payments is called (ECIP) Energy Crisis Intervention Payment.

We will be issuing Liheap Supplemental payments per State. Also, State will be increasing the point value. More info on this in Feb. report.

**Crisis money can be spent all on all the crisis components: New changes to the Crisis Program per State. The new changes started May 1<sup>st</sup>.**

**NEW: Income limits are at or below 200% of the federal poverty guidelines. (previously 175%)**

**NEW:** To qualify for the LIHEAP crisis program, households must be at or below 200% of the federal poverty guidelines (previously 175%). Households previously denied in FY21 because they were over income, now qualify for crisis assistance, provided their income at the time of application was at or below 200% of the federal poverty guidelines (income re-verification is not required).

**NEW: Crisis limits have changed. See below.** Households may receive crisis assistance multiple times throughout the year, up to the expenditure limits noted.

**NEW: Subsidized households where heat is included in the rent are eligible for the crisis program. Must have an electric bill to help with a crisis. If Subsidized and both, heat & electric is included in the rent, then NOT eligible for a crisis, because the household has no energy burden. (households were previously ineligible).**

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

**Furnace Repair/Replacement up to \$4,000 (previously \$3,000) Homeowners Only!**

**Reconnect up to \$3,000 (previously \$1,000)**

**Service Continuity up to \$3,000 (previously \$1,000) (not using during the moratorium)**

**Deposits for heat and/or electric up to \$500 – need something from vendor stating the amount of the client's heat and/or electric deposit scanned into THO. (Stayed the same)**

**Out of fuel up to \$800 and / or help pay a propane/fuel oil back bill (previously \$500)– vendor can tell you over phone amount for a minimal fill, scanned into THO. Fuel tank must be at or below 30% full (previously 20%), or less.**

**Space Heaters as a last resort up to \$300. Must meet certain requirements.**

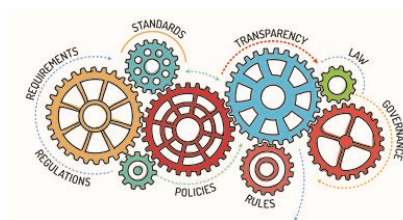
**LIHWAP-21 CAA up to \$2,500 for water/waste water. Must have a breakdown of the bill and Must be up for disconnect or disconnected.**

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

## Program Development, Compliance, & Reporting– Shakira Meyer

Year to Date for FY22 Foundation/Organizational/Trust Grants:

Grants Submitted: 10  
 Grants Pending: 7  
 Grants Awarded: 3  
 Grants Denied: 0



Many projects were underway in January:

Submitted the Enhance Hamilton County Grant for Coats for Kids  
 Submitted the Humboldt County Community Foundation Grant for Coats for Kids  
 Finalized the Head Start Community Needs Assessment  
 Completing follow-up on the UDMO FY21 CSBG Report  
 Beginning work on the UDMO FY21 Annual Report  
 Attended funding meetings in Storm Lake and Sheldon  
 Attended the Zoom Grant meeting for Emmet County Community Foundation  
 Learning about our Housing Programs (ESG, TBRA, Regional Housing Trust) and supporting the Housing Program staff as needed in applying and reporting

Upcoming or Ongoing projects:

Annual Report  
 Apply for and/or report back on foundation grants as they come due  
 Upcoming Training as available – February Grant Writing (Tues/Thurs in February)  
 CSBG 6 Month Report  
 CSBG FY 23 Application



## Kommunity Involvement Development and Support (KIDS)- Jessie Hansen

In January, I completed midyear reports for all seven counties that we provide services. Our number of families and children served per county have been relatively steady and we continue to receive referrals on an on-going, despite only having three staff, one being part time providing home visitation services. We have provided services to 55 families, 72 children and conducted 246 home visits and three group based parent education meetings. Our average for services at are 34 families, 55 children during this time. Our highest participation in services are O'Brien and Osceola and Palo Alto Counties, with the lowest being in Emmet and Kossuth. This does not take into account Hand and Hand Services or the Kings and Queens Local subcontract under Prevention Child Abuse Iowa.

Shakira Meyer, Hand and Hand Director and I have scheduled our second Group Parenting Sessions beginning April 13th. The training again will cover Positive Behavior Intervention and Support as well as information from the Parents As Teachers curriculum. It will take place over six weeks on Wednesdays. In addition, we have attempted to schedule a legislative forum with a date to be determine. We are in preparation for Child Abuse Prevention Month in April and looking at marketing and promotional events.

As a Program, we continue to look at professional development opportunities and several will be provided this Spring. One of the required trainings that the KIDS Program is required to complete is Cultural Competency. Staff are required to turn in the professional development hours biannually to the supervisor.





**January 2022, Outreach Report for Buena Vista, Clay, Dickinson, Emmet, Hamilton, Humboldt, O'Brien, Osceola,  
Palo Alto, Pocahontas, Webster & Wright.**

**By: Jamie Flugstad**

**Buena Vista**

**Happenings:**

**Thank you to Hy-Vee, Walmart and Fareway for your generous donations every day!**

**Thank you to all my amazing volunteers for your support!**

**Our food pantry continues every Friday starting at 7:30 a.m. until the food is gone.**

**The Energy Assistance Program continues until April 30<sup>th</sup> and we continue serving families asking for help with their gas bill.**

**We did the Chore Program and helped seniors with a check for \$100.00 so they can use it towards different chores**

**Clay**

**Happenings:**

**Processing LIHEAP and LIWAP Applications.**

**Receiving many large food donations.**

**Attended Clay County Hunger Coalition Meeting.**

**Hosted the annual MCCAFA Meeting.**

**Attended the annual Food for Life Meeting.**

**Attended the COVID Force Meeting.**

**Delivery from Food Bank.**

**Assisting many clients with emergency housing and utility assistance.**

**Started working on Easter food boxes, Garden Program, and pool passes.**

**Dickinson**

**Happenings:**

**Walmart truck every Monday, Tuesday, and Wednesday. Our volunteers are amazing.**

**On Wednesday we have the food pantry. We have been serving about 65 to 70 families every Wednesday.**

**We had non-food pantry last Wednesday, which we do every three months. We handed out 51 non-food pantry bags.**

**We are working on LIHEAP as they come in.**

**We continue to do our birthday boxes monthly.**

**Reorganizing the pantry.**

**Emmet**

**Happenings:**

**Food Pantry is held every Friday from 10:00-12:00 & 1:00 -3:30.**

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

**We continue to work on the birthday room and mail out cards for parents to come and get a gift for their child.**

**Along with a gift or two, they will receive a blanket, cake mix, frosting, candles, plates and napkins if we have them.**

**Mobile Food Pantry will continue to be held the first Thursday of the month from 4:00 – 6:00 p.m.**

**Continuing to work on LIHEAP and Crisis as they come in.**

**Been making appointments for Coats for kids as they come in.**

**Completed 20 Chore Applications this month.**



**Hamilton****Happenings:**

Continuing to help clients with LIHEAP and LIWAP.  
 Rent and utility assistance.  
 Monetary donations, food, and non-food items are coming in.  
 Dairy donations on Tuesdays from Fareway.  
 Food pantry is on Wednesdays from 8:00 – 3:00.  
 Completed 20 Chore Applications for seniors.  
 Processing Disaster Applications.

**Humboldt****Happenings:**

Food pantry is given out Monday – Friday with help of volunteers.  
 Birthday Bag Program – Letters sent out & bags put together for youth to pick up.  
 Thank you notes written for donations received.  
 LIHEAP appointments are open. Many applications are being received via mail.  
 Disaster assistance is being offered to families impacted by the 12/15 storms.  
 Continue to use the Fiscal System to complete purchase orders, client service vouchers, and cash disbursements.  
 Have a table with garden produce and Hy-Vee bakery items for people to take.  
 Food donations from Hy-Vee are now also being dispersed at the Humboldt Homes for low income families with lesser access to transportation to have access to pastries and bread donations.  
 We received so many great donations from local individuals and businesses for our food pantry.  
 Received and processed monetary donations to both UDMO and the Humboldt County Ministerial Association.  
 Chore Program was utilized by 20 seniors.  
 Crisis appointments are increasing.

**O'Brien****Happenings:**

Food Pantry is held every Tuesday and Thursday from 9:00 a.m. – 3:00 p.m.  
 We continue to receive food, non-food, and monetary donations.  
 We continue to work on the Birthday Room and mail out cards for parents to come and get a gift for their child. Along with a book, they also receive cake mix, frosting, candles, plates, and napkins.  
 Mobile Food Pantry from Paulina and Hartley will continue to be held on the 3<sup>rd</sup> Monday. Sanborn is held on the 3<sup>rd</sup> Tuesday.  
 Continuing to work on LIHEAP and Crisis as they come in and appointments.  
 Been making appointments for coats, snow pants, snow boots, hats, and gloves for families.  
 Organizing the baby room.  
 Recipe book for food pantry items.  
 Chore for seniors.

**Success Story: This client asked for her story to be shared to give others hope.**

I just wanted to personally thank you from the bottom of my heart if I wouldn't have got connected with you at Upper Des Moines my whole housing situation would have been a giant struggle if even obtainable.

With all the trauma my 7 year old daughter and I have been through in the last 2 years we finally have a house that's ours we have a safe space and it wouldn't have been possible without your help I'm so grateful. And thank you so much for not judging us for being homeless.

I really appreciate you always telling me to let you know if I needed anything else or if I had any trouble it only takes one person to believe in someone to really help make it and I just want to thank you for being that person for me.

I will touch base with Mr Whitney again I'm sure he's a very busy man I just want to make sure that I thank you and extend thank you's to everybody that made it possible for me and my daughter to stay in the hotel and give me time to locate a house please forward my gratitude off to TJ as well without your programs I'm without words....

**Success Story Continued:**

Thank you so very much for working so hard to help me find resources to get me and my daughter into housing, winter coats and just being friendly and not fickle. It's really hard to ask for help sometimes.

I can't wait to get on my feet and volunteer. Upper Des Moines made all the difference for me and my daughter and our quality of life is so great I have a chance to breathe and we have safe place and it's like the weight of the world has been lifted off my shoulders and for the first time in 6 months I can just breathe enjoy my beautiful daughter.

Please let me know if you need anything else or if there's anything else I can do I will follow up with you after I talk to Mr Whitney. Thank you again Courtney I don't think you know how much of a difference you made in our lives. I can't wait to follow up with you in 6 months and just tell you how great I'm doing. My experience with Upper Des Moines and love Inc has restored my faith in the world.

Sincerely grateful

**Osceola****Happenings:**

**COVID-19 precautions.**

**Welcomed our new director, Alisa Schlieff.**

**Using funds where needed to assist clients.**

**Clients applying for LIWAP.**

**Palo Alto**

**Happenings: Still receiving some food donations.**

**Handling crisis payments for clients.**

**Taking appointments for LIHEAP.**

**Contacting those who have not applied for LIHEAP.**

**Pocahontas****Happenings:**

**Working on LIHEAP applications, crisis, and water crisis as they come in.**

**Food pantry is open daily!**

**We served 96 households for our January drive-thru pantry.**

**We had a very nice, large donation of hand knitted scarves and hats in an amazing variety of colors from a wonderful family in the area. They are a huge hit with our families.**

**Webster****Happenings:**

**LIHEAP/LIWAP appointments still coming in on a daily basis.**

**We had our drive-thru pantry for January on the 20<sup>th</sup>. It has been consistent serving 200-225 families each month.**

**Ongoing monetary donations of \$250.00 from New Covenant Christian Church and \$300.00 from Holy Trinity Parish.**

**A \$200.00 and \$132.00 food pantry donation.**

**Merrily Dixon, our great filer, her yoga class donated 10 bags of cake mix and frosting for the Birthday Room.**

**Alec & Charlton Pendry donated \$2,000.00.**

**Cleaning the office weekly and organizing the food pantry.**

**Continue work for Disaster.**

**Wright****Happenings:**

LIHEAP appointments.  
 LIHEAP Crisis.  
 Food pantries.  
 Chore Program completed.

**Numbers Served**

**Number of Families Served:** Buena Vista: 122, Clay: 292, Dickinson: 162, Emmet: 165, Hamilton: 100, Humboldt: 103, O'Brien: 104, Osceola: 41, Palo Alto: 95, Pocahontas: 122, Webster: 463, Wright: 92

**Number of Individuals Served:** Buena Vista: 330, Clay: 741, Dickinson: 265, Emmet: 407, Hamilton: 246, Humboldt: 225, O'Brien: 235, Osceola: 98, Palo Alto: 214, Pocahontas: 265, Webster: 974, Wright: 178

**Year to Date Families Served:** Buena Vista: 627, Clay: 672, Dickinson: 435, Emmet: 421, Hamilton: 426, Humboldt: 330, O'Brien: 293, Osceola: 166, Palo Alto: 335, Pocahontas: 316, Webster: 1,739, Wright: 375

**Year to Date Individuals Served:** Buena Vista: 1,824, Clay: 1,444, Dickinson: 757, Emmet: 947, Hamilton: 981, Humboldt: 738, O'Brien: 609, Osceola: 324, Palo Alto: 649, Pocahontas: 686, Webster: 3,472, Wright: 758

**Monetary Donations**

**Buena Vista: \$2,440.00, Clay: \$8,175.56, Dickinson: \$7,715.00, Emmet: \$120.00, Hamilton: \$1,795.00, Humboldt: \$3,135.00, O'Brien: \$4,200.00, Osceola: \$85.00, Palo Alto: \$1,371.50, Pocahontas: \$340.00, Webster: \$2,882.00, Wright: \$0.00, TOTAL: \$32,259.06**