

# In The Know, UDMO: October 2023



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5 Years (left to right): Rosie Wolfe, Deb Carr, Diana Radcliff, Christy Mart, LeeAnn Rosales & Tim Carlin. Front: Paige Bunkofske

*Years of Service  
Recognition!  
Congratulations to  
these awesome  
employees!*



15 Years (left to right): Amber Cagle & Shakira Meyer



25 Years (left to right): Julie Schmitz & Dee Reed

## Staff Challenge: Let's Do Something Fun!


Throughout these pages you need to find, the pumpkins that are hidden, some in plain sight! Scary or sweet, slightly larger or small, be the first person to find them all!

When you've completed this task and are ready with your guess, email your answer to [dhoffman@udmo.com](mailto:dhoffman@udmo.com), first person to reply with the correct number of pumpkins will win a prize!!

## Executive Director Report by Julie Edwards



### Monthly Happenings:

- **County Outreach Funding Requests:** Preparations for county fund requests for Outreach are underway. Julie will be attending County Supervisor meetings from October 2023 through January 2024. 
- **Boards & Commissions Report:** UDMO and ICAA have been active in advocating to keep Community Action Agency, homelessness and FaDSS voice heard as boards and commissions are being eliminated and merged as part of the DHHS Realignment.
  - **Legislative Discussion on DHHS Realignment will be held on December 13 @ Spencer Head Start** will be co-hosted by UDMO and BV ECI with other agencies invited. All interested parties are welcome to attend.
- **Weatherization State One-on-One Visit:** On November 21, a comprehensive review will occur. All current contractor files, a selection of house files, the NEAT/MHEA Audit on evaluator's computers, and checking the priority list will be assessed. Also reviewed will be: contracts with contractors to make sure they have the required language, procurement policies/process, and health and safety plan.
- **Housing HUD Funding:** As UDMO prepares to go under contract for the \$1.5 million awarded last January. We have started to participate in five weeks of webinars and an individual meeting with TTA.
- **NEW HVAC Systems for Central Office, Pocahontas and Spirit Lake Outreach Offices.** This is a burden all budgets, but especially Outreach so if you happen to know of anyone who would like to make a tax-deductible donation to the Pocahontas or Spirit Lake Offices to help defray the cost, please let us know. You can contact Alisa, Tyler or myself.
- **Benefits & Open Enrollment:** Soon employees will be provided an opportunity to change or keep their benefits package. UDMO has fought to keep costs reasonable for employees while experiencing a health premium increase. For more information see the HR section in this edition of In the Know, UDMO.
- **ADA Facilities Checklists:** The DEI Committee is reviewing results from site visits to each Outreach office & Head Start center as part of UDMO's Risk Assessment.



### **September Trainings**

- **UDMO Leaders:** Leaders from each UDMO program participated in the first day of training by Sarah Ennis. Survey scores from participants were predominantly of very high or high quality by participant. Comments were:
  - Highly interactive,
  - Learned so much about myself & co-workers,
  - Information will make me more tolerant and understanding of others and our differences.
  - Information will help me communicate more effectively
  - Continue to learn, dig deeper, so I can apply this information when there are personality conflicts or difficult conversations
- **Agency-wide Training:** All UDMO staff received hands-on strategies on how to de-escalate individuals during a September training. Survey results were unanimously positive. Primarily citing

UDMO Board of Directors:

**Welcome, Dan Hartman**, new BV County Supervisor and new to the UDMO Board of Directors. Dan completed his Orientation on Monday, October 9. He will represent BV, Pocahontas & Humboldt Counties on the board.

**Board Business:** Next Meeting October 24 @ 5pm

- **TBRA FY 2023 Amendment 1:** Increased total costs from \$70,455 to \$78,871.
- **TBRA FY 2023 Contract:** Total \$750,000.
- **CSBG FY 2024 Application:** Approved by DHHS. Contract will be coming.
- **ESG-CV2 Desk Review:** No findings



*Counties Served: Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Pocahontas, and Sioux.*

CACFP currently has 38 providers with all 38 providers claiming for September.

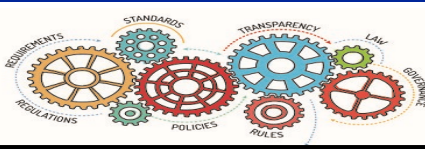
I lost 2 providers this month. However, I did have 2 calls from the ads that I had ran in all of my county papers/shoppers. So, fingers crossed!! September was a busy month with my year end coming to a close and completing all year end reviews. I have started rolling over all providers for the new fiscal year. Should have that completed by the end of this week.

Recruitment efforts are ongoing. CACFP In-home Providers served the following meals in September:

	<u>September 2023</u>	<u>September 2022</u>
Breakfast:	4,358	5,232
Lunches:	4,331	5,306
Snacks:	5,456	6,729
Suppers:	158	196
Total Meals Served:	14,303	20,000
<b>Providers Served:</b>	<b>38</b>	<b>48</b>



**Shakira Meyer – Director of Program Development, Compliance & Reporting**



Enhancing Staff Development and Support is a Priority in the UDMO 2023-2025 Strategic Plan.

We thank all staff who attended and provided feedback on the C3 De-escalation All-Staff Training held on September 20, 2023! We received feedback from **129 of the 169** staff who attended, with **95%** rating the training as **Very High or High Quality**. Additionally, **93%** of staff indicated the training will help them provide better services to people we serve. All Program Directors received the anonymous survey summary and all the open-ended anonymous comments to review and guide future training planning within programs and agency-wide. The word cloud below highlights key words from all the comments received. Thank you for your feedback and commitment to UDMO!



**UDMO Funding Requests Update:** 🍂

Recent Foundation/Organizational/Trust Grants Submitted & Status: October 2023	County	Program	Submitted/Pending	Awarded	Denied
Sheldon United Fund	OB	Outreach – Client Services	X		
United Way	BV, CL, OB	Outreach – Client Services	X		
Dickinson County Good Neighbor Fund	DI	Outreach – Client Services	X		
Barkema Trust	Wright	Outreach – Client Services	X		

Program Grants Submitted and Status as of October 2023	County	Program	Submitted/Pending	Awarded	Denied
CSBG FY23 Application – Submitted June 1 with decision from the State of Iowa Department of Human Rights in Summer 2023	All 12	Outreach + Co-funding for HS, SV, SWVPP, WRAP & KIDS		X	
Early Childhood North Central Iowa (ECNCI)	Palo Alto	KIDS		X	



**Jessie Hansen-1st Five Project Director/KIDS Program Director**




**Meredith Mickelson, 1<sup>st</sup> Five Site Coordinator**

**Counties Served: Calhoun, Hamilton, Hardin, Humboldt, Pocahontas, Webster & Wright Counties**

*1<sup>st</sup> Five Services: Partnership between Primary Care Providers and Community partners to support child development in children birth up to their 5<sup>th</sup> birthday.*

- FY24 – 1<sup>st</sup> Five new incoming referrals listed below by county of referring clinic for current FY24

Referring County Provider-Clinic	 <b>New Incoming 1<sup>st</sup> Five Referrals for CSA4</b> (Meredith Mickelson, 1 <sup>st</sup> Five Site Coordinator)												
	FY24 (July 1, 2023-June 30, 2024)	JULY 2023	AUG 2023	SEPT 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUNE 2024
<b>CALHOUN</b>	0	0	0										
<b>HAMILTON</b>	3	8	6										
<b>HARDIN</b>	0	2	0										
<b>HUMBOLDT</b>	4	0	0										
<b>POCAHONTAS</b>	1	0	0										
<b>WEBSTER</b>	2	11	9										
<b>WRIGHT</b>	1	1	5										
<i>New monthly incoming referrals</i>	11	22	20										
<b>TOTAL CSA4 FY24 referrals</b> <i>(July 1, 2023-current)</i>	<b>11</b>	<b>33</b>	<b>53</b>										
<i># of Different Primary Care Providers who referred current month</i>	9 <i>primary care providers</i>	13 <i>primary care providers</i>	16 <i>primary care providers</i>										

**Focus Area 1:** Meeting with Primary Care Physicians/Clinics

- 1<sup>st</sup> Five has been completing in person clinic visits and providing 1<sup>st</sup> Five materials and outreach items as well as building partnerships with clinic staff and sharing training webinars. 1<sup>st</sup> Five encourages accredited developmental screening at well-child visits and if a delay or concern is identified a simple referral to UDMO 1<sup>st</sup> Five can help connect the family with local resources and supports.

**Focus Area 2:** Meeting with Community Partners

- Meredith continues to share information about 1<sup>st</sup> Five by attending community partner meetings in person or virtually. Information gathered at these community partner meetings/events is shared with 1<sup>st</sup> Five Developmental Support Specialists and/or other community partners.

**Focus Area 3:** Referrals/Communication with Families:

- Upper Des Moines Opportunity 1<sup>st</sup> Five continues to help support referred children and their families with services in which they may benefit.
- Documentation into Iowa Connected Iowa HHS data entry system is expected to be entered within 10 calendar days of family interaction.
- Iowa HHS 1<sup>st</sup> Five State Consultant, Amy Robak, completed CSA#4 Site Visit with Meredith Mickelson & Jessie Hansen on September 8, 2023. Positive comments and successes were shared with Iowa HHS on the continued growth of 1<sup>st</sup> Five within Upper Des Moines Opportunity, Inc

- **On-going efforts/Upcoming Changes:** Ongoing monthly training and supervision of CSA#4 staff continues to be tracked. Staffing changes for Developmental Support Specialists staff training has been a priority in Webster & Wright Counties (1<sup>st</sup> Five subcontracted) to ensure 1<sup>st</sup> Five understanding and expectations.

Teresa K. Ball, MA

1st Five Site Coordinator, CSA-1



1st FIVE CSA-1 ~ Upper Des Moines Opportunity, Inc.

Summing up the 'numbers' of 1st FIVE- Collaborative Service Area #1

An initiative of Iowa HHS that has been active since 2007

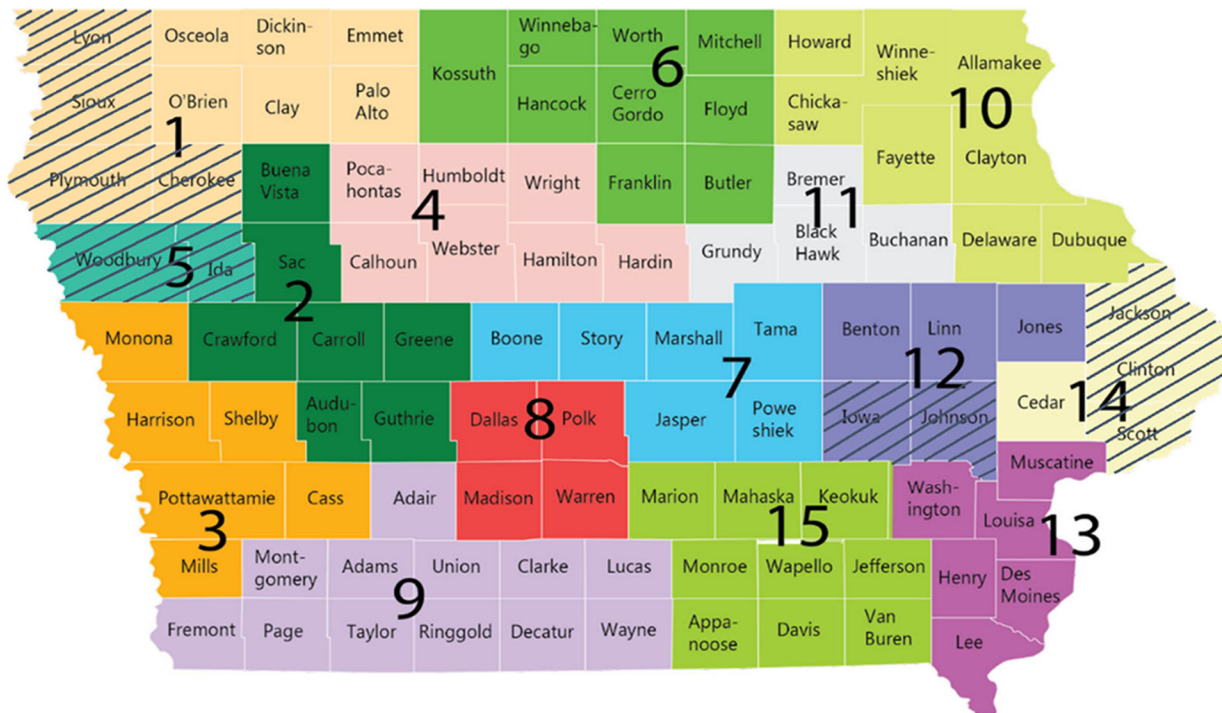
CSA-1 serves 6 counties- Clay, Dickinson, Emmet, O'Brien, Osceola, and Palo Alto  
One Peer Consultation Champion

- Dr. Kelsey M. Lee, MD Sibley Avera Medical Group
- She will be working within our area to provide PCPs with valuable peer information that supports our 1st Five mission.

- 20 individual clinics
  - 6 Main clinics
  - 14 Satellite offices

- Main providers include Avera, Mercy One, Sanford, & Orange City Area Health System

- Countless Primary Care Providers making a difference for children birth to 5 years of age,





### Update:

During the first quarter of the program year, it has been incredibly busy. We continue to have full caseloads throughout most of our six county service area. Referrals have been coming in steadily as in previous years. I am working on completing our quarterly reports which are due October 15th to the local county Child Abuse Prevention Council, this typically includes making sure our monthly reports match with our reports in our data management system called Daisey. It's a time consuming process, but necessary for quality assurance. During the next quarter, we will be working on getting home visit observations completed as a part of our quality assurance process and continuing to participate in professional development opportunities. We have had multiple child abuse prevention council meetings around the area and Prevent Child Abuse Iowa. We have had difficulty with one county and getting funding to UDMO for services, but this is being taken care of.

We were planning our Group Parent Education training in the month of October, however due to lack of participation we are moving this to the end of November/early December. In addition, I will be scheduled home visit observations with staff this next quarter.

One great success this month, was that we signed a contract with Early Childhood North Central Iowa in the amount of \$54,000 to provide services in Palo Alto County. We have had several applicants for this position and are hoping to hire soon.

### Success Story:

KIDS Program currently provides to a mom and her son. When I first met mom she had an 18-month-old son and was currently pregnant, she had been in a domestic violence incident with her children's father and was currently living in a homeless shelter. She discussed with me she wanted to get back to the area to be close to her family, her children's father was the main support for her and her children, so she needed assistants navigating the programs that were available to her. She was able to get approved for rental assistance and find an apartment that fit her family's needs. She recently gave birth and tells me she's in a good place and feels supported being near her family again. Mom continues to participate in home visits to navigate the new challenges she faces as a single parent.



- Held a New Employee/Refresher Training for Liheap in person on September 13<sup>th</sup>, and also a Liheap Start Up Meeting via zoom on September 15<sup>th</sup>.
- All summer contracting checks totaling \$283,899 were paid to our 16 contracted/pre-buy deliverable vendors. Last year we received \$539,000 for this.
- Outreach will be very busy processing the AE's (Automatically Eligible) households which are on fixed income only.
- Liheap (Low Income Household Energy Assistance Program) starts Oct. 1<sup>st</sup> for a household with an elderly (60 years of age or older) and/or a disabled household member. Also, any household in a crisis related situation may apply for Liheap in October.
- **CRISIS:** For September, 91 households received ECIP-Liheap Supplement 23ES Crisis funds in the amount of \$37,745.32. 66 households received LIHWAP ARPA crisis funds in the amount of \$18,183.41. During the middle of September, we ran out of all Crisis funding. We will have to wait until October to start up Crisis again when we get our new Liheap contracts.
- **LIHWAP ARPA Crisis for water/waste water:** Iowa applied for, and received, a no-cost, six-month extension for LIHWAP. This will allow for agencies to continue with LIHWAP through March 31, 2024. This extension does not come with any additional funding. State will be working on an amendment to extend the end date of the existing contract. State will also be working on reallocation of unspent funds. We won't know anything on this if and how much we will receive for a couple of months. Could be December.

## 0-5 Early Childhood Programs– Director Irene Mayland



### Enrollment:

Head Start Programs enrolled with 289 students. 17 HS slots left open awaiting results of the Conversion request. Early Head Start is fully enrolled with 176 students for year-round programming.

### Disabilities:

- EHS students are being served on IFSP's: 14
- HS students were served on IEP's: 14

### Continuing Education

- Head Start CDA TEACH: 5
- Early Head Start CDA TEACH: 2
- Total CDA's completed- 1

### TEACH – 2 year or 4 year degree

- Associates degree: 0 completed
- Bachelor's degree: 2 in progress

### COACHING-number participating

- Teachers: 5
- Home Base Teachers: 2

### What's Happening:

- Policy Council Election of new members and training-October 24 from 9:30-2:00 at Hope Church-Spencer
- Estherville Head Start/Early Head Start Open House was held September 26 with Policy Council and UDMO Board of Directors held meeting at the site.
- Temporary EHS Classroom Closures:
  - Spencer – 1 room closed due to shortage of employees, all students are being served through the home base program.
- Recruitment efforts are ongoing.



**"Site Assistants supporting all staff with a smile"**







Head Start, Continued:

Here are some pictures from the Open House at the Roosevelt Building in Estherville, held on 9/20/23.



Housing Report- Tanya Thelen Housing Director



**17 Households (36 Individuals) were assisted.**

**TBRA:**

10 Households and 20 Individuals

**ERA:**

Homeless Prevention: 5 Households and 14 Individuals

Rapid Rehousing: 2 Households and 2 Individuals

**Status of Funding Opportunities**

Rural Unsheltered Housing Grant - Awarded/Still waiting for the contract.

Tenant Based Rental Assistance - Awarded \$750,000.00

IA Bos CoC Local Competition - Not awarded

Emergency Solutions Grant - Awarded \$85,517.00 for Homelessness Prevention

We have been fortunate to have received plentiful funding to continue the fight against poverty and homelessness in our region. This funding has made it possible for the UDMO Housing Program to expand adding additional staff to better provide service to the families we serve.

Recent Meetings and Trainings:

2023 Housing Iowa Conference

Narcan Training

Leadership Training

Iowa Balance of State CoC Board Meeting

Coordinated Entry Committee Monthly Meeting

IA BoS CoC Membership Task Group Meeting

Webster Human Service Providers Meeting

C3 De-escalation

Milford Housing Meeting

Question. Persuade. Refer (Suicide Prevention)

**Statewide Crisis Line Update:** Clients in need of rental assistance should call the **Statewide Crisis Line** at **1-833-739-0065** to complete the intake process. The state of Iowa Crisis Line is now reporting a call backs are being completed within 24 hrs.

**Effective January 1, 2024 the Statewide Crisis Line will no longer offer 24/7 live operator service. Normal business hours will be 7am-8pm. Clients calling outside of these hours will still be able to leave a message and will be triaged the next business day.**



Kyle Dietrich-Weatherization Director



### “Weatherization Report for September 2023”

Number of Families Served in September 2023: **10**

Number of Families Served in FY 2023: **67**

Goal for 2023: **110 homes**

The Weatherization Department for the month of September we completed another 10 homes, and met again our monthly quota. Not much is going on in the month of September. We did however have a one on one meeting with the state and it looks like we will be having a couple of trainings coming in the next couple months or so.

Nov. 7<sup>th</sup> and 8<sup>th</sup> there is an Energy Summit in Altoona for Weatherization, and we will be sending a couple of UDMO staff to that training. On December 5<sup>th</sup>-6<sup>th</sup> there will also be an all Weatherization Staff training with the state something that we use to have every year, but haven't done so since Covid in 2019. All our Weatherization staff will be attending this. It will be a training to go over all the new State Standard's and Policies and Procedures that the state had recently submitted to the Department of Energy, and should be approved shortly.

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.





**OPEN ENROLLMENT: November 1 – November 15 \*\*\*ACTION REQUIRED FROM ALL BENEFIT ELIGIBLE STAFF. CURRENT ENROLLMENTS WILL NOT AUTOMATICALLY ROLL OVER INTO THE NEW YEAR.** 🍂

While nobody wants to see a rate increase or a change in plan design, UDMO was left with some tough decisions. Our Wellmark renewal rate came in with an increase of 12.75%. Our choices were to fully pass that 12.75% increase off to all 100 staff on the plan, or adjust our plan design to approximately affect 4 staff members who reached their deductible. Our final decision is to keep the health insurance premiums the same as they are now, but the plan design has slightly changed. The deductible amount has increased from \$2,000 to \$4,000 and the out of pocket maximum has increased from \$4,000 to \$6,000. Dental premiums will increase by 2.5% which will be fully passed off to the staff member to pay. Vision premiums will remain the same.

In an effort to begin recognizing our staff members for their outstanding performance, **EMPLOYEE OF THE MONTH nominations now being accepted. See the proceeding information for the details and nomination form!**

**The following INTERNAL transfers have recently taken place:**

- ❖ Operations Director to Housing Inspector, Central Office
- ❖ Substitute to Assistant Teacher, Emmet

**The following positions have recently separated employment:**

- ❖ EHS Assistant Teacher, Jefferson - Spencer

**Work Comp Incident Report Recap:**

**In order to keep our rates from rising, our goal is to provide a safe working environment to keep these incident reports to a minimum and avoid preventable work comp claims.**

- ❖ July 2023: 0 Incident Reports
- ❖ August 2023: 2 Incident Reports
- ❖ September 2023: 10 Incident Reports
- ❖ YTD Total: **40**

## **EMPLOYEE OF THE MONTH CRITERIA**

**General Information:**

- The Employee of the Month Award highlights employees who possess a high-quality work performance, diligence, and dedication in carrying out their duties and advancing the mission of Upper Des Moines Opportunity, Inc. (UDMO).
- The Employee of the Month program is a twelve-month initiative with monthly recognition.



**HR Continued-**

Awarded employees will be spotlighted in our 'In the Know, UDMO'.


**Eligibility:**

- We will recognize all outstanding employees full-time and part-time, excluding program directors.

**Categories:** (Just ideas)

- Exemplary performance, leadership or teamwork
- Positively impacting UDMO workplace culture
- Public representation of UDMO
- Motivating and inspiring others
- Outstanding client service
- Exhibits innovative problem solving
- Going the extra mile

**Nomination Process:**

- Complete the nomination form (Dept. & years of service will be completed by HR.)
- Submit by 15<sup>th</sup> of each month 
- Email form to tharris@udmo.com
- Nominations will be reviewed and chosen by the Wellness & Safety Committee

**The Award Including, but not limited to: (Supervisor has discretion for what will work within the program)**

- Photo and nomination published in monthly In the Know, UDMO
- Receive a certificate
- Recognition during monthly meetings (building, department, staff, leadership, etc.)
- Ability to take 1-hour lunches instead of 30 minutes for one week
- Time off to work within the program's budget and schedule (30 minutes off early, 1 hour late, etc.)

**All-Staff Raffle winners, Congratulations!**

**L to R: Lisa Bethune, Kathy Graves, Tanya Thelen, Jamie Flugstad, Dawn Hoffman, Mariel Myers, Glenn Ramirez, Ashley Cooklin, Chris Schmaus**





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*“We are dedicated to helping build stronger communities by addressing the effects of poverty on individuals and families.”*



## EMPLOYEE OF THE MONTH NOMINATION

(\*Program Directors are not eligible for nomination. Forms are due to HR Director by the 15<sup>th</sup> of each month.)

Employee Nominated: \_\_\_\_\_

Department or Program: \_\_\_\_\_

Years of Service: \_\_\_\_\_

How has the nominated employee gone above and beyond their normal duties?

How has the employee contributed to the success of UDMO?

Is there any other information you would like to provide for this nomination?

**By submitting this form, I confirm that the information provided is accurate and true to the best of my knowledge.**

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

**Family & Community Services Director-Alisa Schlieff**



**Family & Community Services Director-Alisa Schlieff**

**FaDSS:**

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

September 2023



Number of Families Served: for September 2023 70 families

Year to Date Families Served: July 1, 2022 to September 30, 2023: 80 families

**Success Story:**

Let me tell you a story that will help remind you why what you all do is so very important. I am a single mother who in 2020 was able to purchase our first home. At that time the household included me, my 14yr old son, my grown daughter and her 1yr old daughter. I was the main provider for this house. The position I had covered my needs but did not leave room to save. In 2021 I was diagnosed with Degenerative disk disease and fibromyalgia. After months of physical therapy and multiple epidurals it was determined that spinal fusion was my most likely chance at recovery for the disks. Fibromyalgia is something that will never go away. The surgeon said that the best option would be to go in from the stomach to do the fusion. However, since I was severely obese, that I would first need to lose weight to make the surgery safer. I followed my doctors' advice on how to lose weight when I was unable to even stand for more than 3 minutes at a time. After several months of being unable to work I had lost enough weight that I was able to return to work on a part-time basis. The spine surgeon sent me to a gastric surgeon to help with weight loss.

In 2021 I underwent gastric sleeve surgery to help increase weight loss so that spinal surgery could be done. In the winter of 2021, the back pain once again increased to the point I was unable to work. I gave up my position at work as I was not able to perform my duties. I closed out my 401k and used that to cover bills while I was getting surgery set up. In April of 2022 my 401k ran out and I had no income. I applied for state assistance and my daughter stepped up to the plate for a couple months and paid more of the bills. In July of 2022 I underwent spinal surgery. The week I came home from the hospital my daughter moved out without warning and I was left with all the bills and no income and no way to work at that time.

During the time from April 2022 through September 2022 FDASs kept my family going by helping pay my mortgage when I was not able to and helping with food and resources. I also received much encouragement and support emotionally from my worker. I am now back at work and working full-time and making enough money that I am able to cover all my monthly bills on my own. I am making more than I did before I had to resign my position. I am telling you all my story because if it had not been for my Worker Kim and all the resources and staff who help with FDASS My situation would not be what it is today. Without the help that you all provide that no other agency does I would have lost my home and ended up homeless while I was recovering from surgery. If you doubt if your work matters, please know that it does. Without Upper Des Moines. I would have lost my home and likely all my hope while I went through these medical issues. Please continue to do the work that helps keep people like me and my son from becoming another street statistic. Because of you all I am able to hold my head up and say I came through that and I am stronger because of it.

**Outreach:**

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

Outreach was busy in September processing our Automatic Eligible LIHEAP applicants, gearing up for all of their holiday projects and continuing with the increased demand on food programs.

**Upcoming Events:**

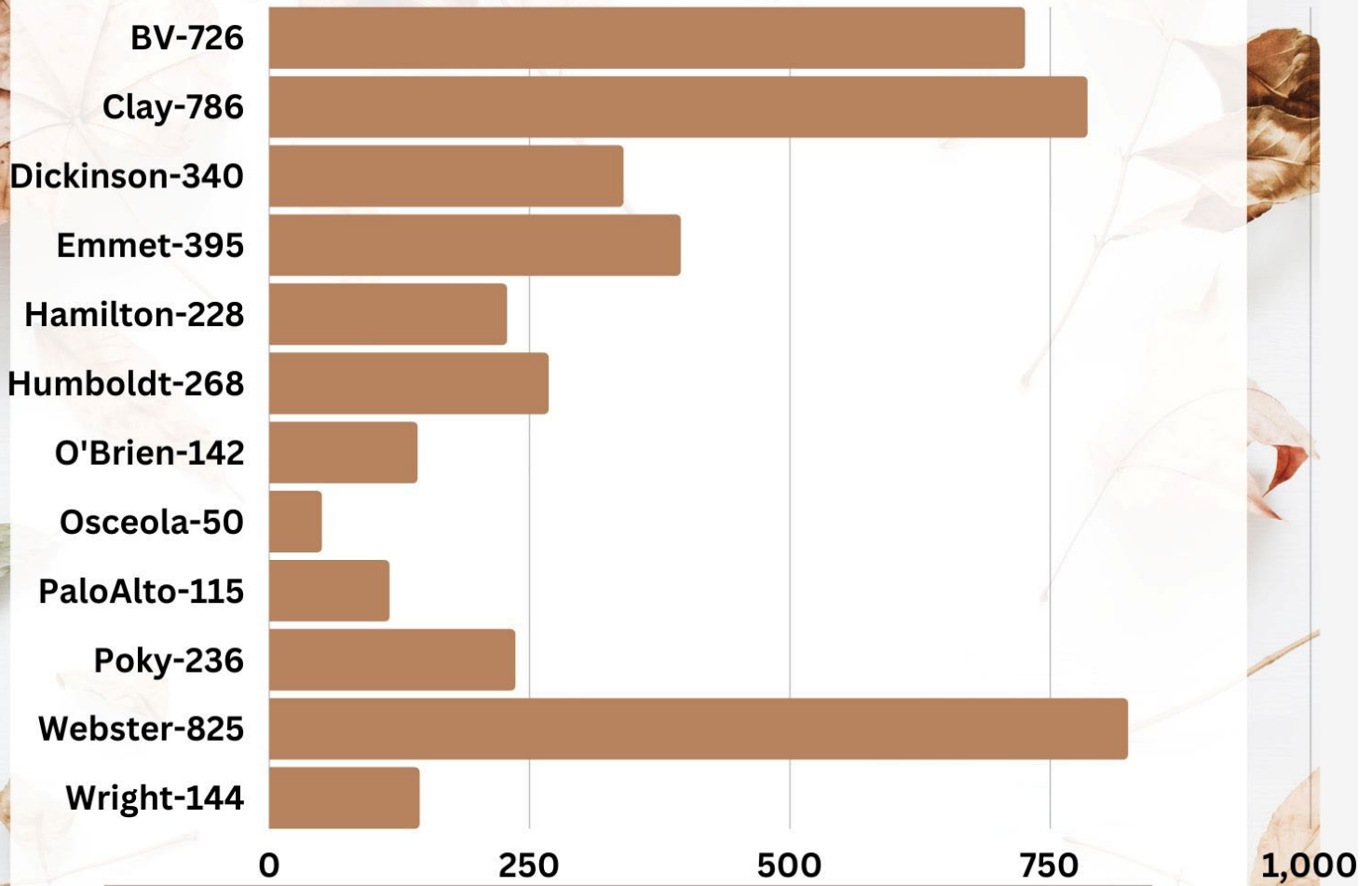
Outreach offices have started to take application for Coats for Kids

LIHEAP season is right around the corner. Outreach offices will begin taking applications starting October 1<sup>st</sup>!

Adopt a Family applications are out in the Outreach offices



# Individuals Served



# Monetary Donations

BV-\$305  
Clay-\$400  
Dickinson-\$3,325  
Emmet-\$600  
Hamilton-\$500  
Humboldt-\$1,140.79  
O'Brien-\$25  
Osceola-\$227.04  
PaloAlto-\$0  
Poky-\$535  
Webster-\$1,172  
Wright-\$0



# OUTREACH REPORT

## SEPTEMBER 2023

### Households Served

