

# In The Know, UDMO: November 2023

## Happy Thanksgiving

Check out these adorable new arrivals of UDMO Staff and Board members. Congratulations to all!!



Karhyn Alcantara-Outreach Specialist Webster County and Ian Bosch  
Jaire James Bosch  
born Nov 7th  
5lbs 11.75 oz  
19 inches long

Hallie Schlid-Outreach Specialist Webster County and Justin Schlid  
Ledger John Schlid  
born October 30th  
5lbs and 14oz  
18 inches long



Oliver Ray Borchers  
Born Sept 25, 2023  
8lb 14oz, 21.5 inches

Oliver was welcomed home by his dad and his 4 older siblings. His mother Kodie is one of our Board members representing Clay county.

Executive Director 2-3  
CACFP 4  
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Weatherization 5  
Compliance/Reporting 6  
1st Five/KIDS 7-8  
Early Childhood 9  
Housing 10  
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FaDSS 12  
Outreach 13 & 14

## Executive Director Report by Julie Edwards



### Monthly Happenings:

- **Shakira Meyer, named to actively participate in the Data Software Governance Group:** Iowa Community Action Agency (ICAA) has composed this group of both agency stakeholders and state staff to help guide the overall buildout of the state software system and also help establish governance procedures around data management, data security, and user access (among other things). **This will give UDMO a voice as the State and Community Action Agencies work together. Weatherization, Liheap and CSBG will be required to utilize this system.**
- **Head Start Region VII Training:** Julie, Tyler Fiscal Director, and Irene Early Childhood Program's Director, attended a training focused on fiscal reporting and budget monitoring.
- **New Executive Director Training:** Julie Edwards attended this training presented by the National Community Action Partnership & endorsed by ICAA.
- **Head Start Updates**
  - **Conversion Grant: Approved with an implementation date of 11/1/2023**  
This action approves the conversion of 17 Head Start slots to 7 Early Head Start slots pursuant to Sections 640 (f)(2)(B) and 645(a)(5) of the Head Start Act and reallocates \$42,755 and \$0 from Head Start operations and training and technical assistance to Early Head Start operations and training and technical assistance respectively. The conversion was effective November 1, 2023. The revised funding levels for operations budget period for Head Start are \$3,462,693 and \$2,786,166 for Early Head Start. The programs are fully enrolled, and remain fully enrolled inclusive of this change.
  - **Continuation & Training/Technical Assistant Grants:** Steady funding with no increase. Head Start \$33,314 and Early Head Start \$46,156. These grants have been submitted for the FY 2024.
    - Over the past two years, a Spencer Early Head Start center-based classroom has been unstaffed and unable to serve the required eight children. The Continuation Grant will permanently transition eight children to the home base program.
- **Weatherization State Review:** One review is complete another will be wrapped up just prior to Thanksgiving. Results are shared with the Board. A comprehensive review of 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.
- **UDMO Fiscal Audit by Wipfli:** Fieldwork for the audit begins 11/27 although fiscal has already started sending items requested to Wipfli. Head Start and CACFP Centers are specifically being reviewed.
- **County Outreach Funding Requests:** County fund requests for Outreach have been distributed. Julie is attending County Supervisor meetings October 2023 through January. Focus on County funding supporting client services and the need for private donations to support general operations (rent, utilities, staff wages).
- **Fort Dodge Outreach Moves:** Moving will occur on November 30. Decision was made as a cost saving effort. Rent was locked in for 5 years at reduction from the current location.
- **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.



## Executive Director, Continued:

- **Legislative Discussion on DHHS Realignment will be held on December 13 @ Spencer Head Start,** it will be co-hosted by UDMO and BV ECI with other agencies invited to share how UDMO is the front door to services and can be responsive to each community's needs. All interested parties are welcome to attend.
- **Housing HUD Funding:** As UDMO prepares to go under contract for the \$1.5 million awarded last January. We have been participating in five weeks of webinars and an individual meeting with TTA. Policies and Procedures are being written for this new grant. UDMO Board will be reviewing once a draft has been created.
- **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:** Employees have been 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.
- **October Leadership Training Continues:** UDMO 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
- **Happy Holidays to UDMO Employees:** Julie and Tiffany, HR Director, have been going to each location to personally deliver Fareway gift cards to our employees.

## UDMO Board of Directors:

**Board Business:** Next Meeting November 26 @ 5pm.

## **Contracts:**

- **CSBG** awarded the first quarter allocation for FY 2024 for \$56,401. Within this contract there were a number of changes which were outlined on a cover letter for the agency and Board Members to view.
- **LIHEAP 24-16** awarded \$2,402,664 for FY 2024.
- **LIHWAP 21ARPA-16 BA 8** amendment moved \$230.28 from Program Support to Administration in the total of \$229.28 and \$1.00 to ECIP.
- **23-INIA-021:** The State changed the contract for the Clay Outreach grant that made purchasing and renovating that building possible.
- **Head Start** received Notice of Award (NOA) for the conversion of Head Start to Early Head Start slots as described above.

## **Audits:**

- **Emergency Solutions Grant (ESG)** received a clean Desk Audit.
- **Weatherization** received a home inspection visit by the state to assure quality and thoroughness of the work. The majority of the work met all guidelines and standards. Clients were pleased with the work completed and the professionalism displayed by contractors. There were findings which require corrective work on some of the homes. Details are included in the board packet.

**Policies:** Policy changes require board approval.

- **Family and Medical Leave Act** was updated to clarify UDMO is not responsible for any fees associate with completing Certification of Health Care Provider forms.
- **Workplace Violence Policy** is new and was recommended by UDMO's Risk Assessment.
- **Workplace Privacy** is new and was recommended by UDMO's Risk Assessment.
- **Bereavement Policy** was updated to differentiate leave for specific individuals. The previous policy was three days per individual listed.



Monthly Board Report:

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

CACFP currently has 38 providers with 37 providers claiming for October.

37 of my 38 providers and children have been rolled over to the new fiscal year. Waiting on updated enrollments from that 38th provider. She assures me they are coming. Still recruiting. I have reached out to a past provider in Clay County that I heard was going back into daycare. She is trying to get re-licensed and has reassured me that she will be enrolling back into CACFP as soon as she receives her license. Currently there are zero licensed daycare providers in both O'Brien and Pocahontas counties.

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

	<u>October 2023</u>	<u>October 2022</u>
Breakfast:	5,135	5,239
Lunches:	5,133	5,356
Snacks:	6,268	6,594
Suppers:	184	146
Total Meals Served:	16,720	17,335

**Providers Served:** 37

46



- Liheap News Releases were sent out for Outreach Offices that requested this.
- 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. Everyone else can apply Nov. 1<sup>st</sup> thru April 30<sup>th</sup>.
- **LIHEAP APPLICATIONS:** For October, Outreach took and processed 2,524 Liheap applications and of that number 2,446 were eligible.
- 60 denied and 18 on pending.
- Online applications will start in November.
- **CRISIS:** For October, 138 households received ECIP-Liheap Supplement 23ES also called ECIP 23 Extended Crisis funds in the amount of \$46,658.32.
- **LIHWAP ARPA Crisis for water/waste water:** Per State, they are not reallocating any LIHWAP funds. There was not enough left over. LIHWAP ARPA is no longer available for use. We are out of funds.

Kyle Dietrich-Weatherization Director



### “Weatherization Report for October 2023”

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

Number of Families Served in FY 2023: **77**

Goal for 2023: **110 Homes**

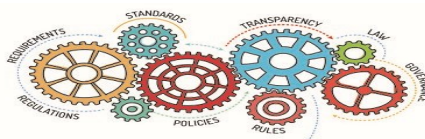
### Weatherization Update:

The Weatherization Department for the month of October we had another great month of 10 completed homes. We should continue to move in this direction more frequently. It looks like all our current contractors are fully committed to us, as of this time and this is something that hasn't been true since after COVID. This is something that has been an issue for a while now for them, and the uncertainty of keeping them busy full time and possibly being shut down because of uncertainties. Since then we have shown that we are as an agency providing them all with enough chances to have the opportunity to receive work and to prove that we are doing everything that we can on our end to keep pumping out homes so that they don't have any reason to work on any other projects beside weatherization homes.

Since then we have seen a major response from the contractors bidding and completing jobs in the last few months. This is great news and hopefully this will continue it will help our program greatly, and also assist our clients even more and, also being more able to complete home's in a more effective timeline. Also, as a side note on December 4<sup>th</sup> and 5<sup>th</sup> in Des Moines Iowa the Weatherization Program employee's including myself will be attending a all staff training with the State to go over the new updated State Policy and Procedures manual and new State Work Standards. Sounds like there will be quite a few changes and what we are going to expect in the next few years especially with the infrastructure money that we received through the Department of Energy with the DOE-BIL funding. 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.



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



Upper Des Moines Opportunity, Inc. is currently engaged in a comprehensive community needs assessment. A key component of that assessment is the feedback we get from those we assist through our vast array of programs and services.

The Community Service Block Grant (CSBG) Organizational Standard 1.2 States:

- The agency **analyzes information collected directly from** low-income individuals as part of the **community assessment**.

### How do we get the information from low-income individuals?

Did you know, this information is being collected right now by our entire UDMO team as we engage with individuals and families. All staff, from Outreach Specialists, Head Start and Early Head Start Teachers and Homebase Teachers, FADSS and KIDS Family Support Specialists, to Housing Program Case Managers, are distributing the statewide customer survey QR code or the printed survey. This data will be essential to future planning for UDMO and Community Action Agencies across the State of Iowa. Thank you for helping to gather this information!

### Survey QR Code for English Version:



### UDMO Funding Requests Update:

Recent Foundation/Organizational/Trust Grants Submitted & Status: November 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		



**CSA4 – AUGUST 2023 Monthly UDMO Board Report**  
**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	 New Incoming 1 <sup>st</sup> Five Referrals for CSA4 (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
CALHOUN	0	0	0	0									
HAMILTON	3	8	6	1									
HARDIN	0	2	0	0									
HUMBOLDT	4	0	0	1									
POCAHONTAS	1	0	0	0									
WEBSTER	2	11	9	4									
WRIGHT	1	1	5	3									
<i>New monthly incoming referrals</i>	<i>11</i>	<i>22</i>	<i>20</i>	<i>9</i>									
<b>TOTAL CSA4 FY24 referrals (July 1, 2023-current)</b>	<b>11</b>	<b>33</b>	<b>53</b>	<b>62</b>									
<i># of Different Primary Care Providers who referred current month</i>	<i>9 primary care providers</i>	<i>13 primary care providers</i>	<i>16 primary care providers</i>	<i>9 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. 1<sup>st</sup> Five Brochure has been updated by Iowa HHS and will be shared with all clinics in service area. 1<sup>st</sup> Five also shares developmental screening information and online webinars for continuing education with medical providers and clinic staff.

**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. 1<sup>st</sup> Five promotional items, screening, EPSDT guidance are all available and distributed at these meetings/events.

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



**1st/Five-Continued:**

- 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.
- 1<sup>st</sup> Five Site Coordinator statewide consortium was October 25, 2023. New 1<sup>st</sup> Five brochures were provided to Site Coordinators. KU also shared information on how they would like to observe and gain information on a new upcoming observation research for 1<sup>st</sup> Five Developmental Support Specialist Family Worker experiences.

**On-going efforts/Upcoming Changes:** Staff training and supervisions continue monthly. Staff supervision documentation and UDMO 1<sup>st</sup> Five DSS worksheets were distributed for immediate implementation. Ongoing Iowa HHS Iowa Connected data entry training continues. Planning for future 1<sup>st</sup> Five Medical Peer Champion, Dr Andrea McLoughlin, MD, discussion goal for Pocahontas County clinics.

**Teresa Ball 1st/Five Site  
Coordinator, CSA-1**



**Grateful for Growth in CSA-1**

**1st FIVE**

*Serving the counties of Clay, Dickinson, Emmet, Palo Alto,*

*O'Brien, and Osceola.*

In 2023 thus far we compiled-

- ◆ 11 referring providers from 7 different clinics
- ◆ Continued gain in children (birth to 5) referrals
- ◆ 3 ASQ trainings in 3 separate clinics

55 trained staff with implementation plans

In October we introduced 1st Five to-

- ◇ 2 new clinics
- ◇ 1 new public health director
- ◇ Various new resources and community partnerships building more quality connections, leading to more growth for the program.

**Monthly Board Report-KIDS Program:**

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

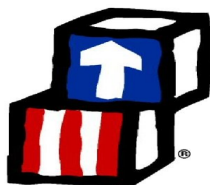
Prevention Councils have been busy with meetings and trying to get leadership in place especially for O'Brien and Osceola County area. I am working with Prevent Child Abuse Iowa to determine where we are at with expired checks that were not cashed by the previous president and hope to have this resolved in the next week or two. One change to our Emmet County Council is that we are adding the subcontract for Public Health to also support KIDS Program services as caseloads are full. O'Brien County contract will be moved to UDMO being the direct contract to receive payments beginning in December. We hope to transition the rest of our grants in Dickinson, Emmet and Palo Alto to UDMO being the contractor instead of DE-CAT/CPPC.

We have begun hiring for the KIDS Program position and are in the process of making an offer and completing the required background checks. Tentatively we are looking at the end of November for a start date. We have received three new referrals for Palo Alto County.

I have moved the dates of the Parents As Teachers and Positive Behavior Intervention and Support (PBIS) group parent education meetings to December, due to lack of participation. This will be a three-week training done virtually. We hope that we have families participate and learn from one another in this group setting. We did receive one enrollment; however, we cannot accept them due to them being outside of the area. They will be referred to another parenting program with another community partner.



## 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- 0

### 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:

- Recruitment efforts are ongoing.
- All sites have scheduled Parent Meetings in collaboration with Outreach employees to ensure adequate education and support for families regarding LIHEAP program.



Milford Head Start students are enjoying a beautiful fall day working on a tree study. Students spent time outside exploring trees and looking for different colors, shapes and sizes of leaves from different trees. These leaves will be used for a graphing activity later in the study.



Emmetsburg ILCC Head Start students participate in story time at ILCC college each week. During a reading on fire safety, a volunteer fireman joined to share in the teaching. Students got the opportunity to wear some of the fireman's safety gear.



Housing Report- Tanya Thelen Housing Director



## Housing Report

**21 Households (45 Individuals) were assisted.**

**TBRA:**

8 Households and 17 Individuals

**ERA:**

Homeless Prevention: 8 Households and 20 Individuals

Rapid Rehousing: 5 Households and 8 Individuals

We have spent down all of our TBRA funding for the current contract. Next TBRA contract will begin soon.

We have been attending several meetings and training revolving around the new Rural Unsheltered Funding from HUD. We are hoping to have the program launched by the 1<sup>st</sup> of the new year.

Other Meetings and Trainings:

- Leadership Training
- Iowa Balance of State CoC Board Meeting
- Coordinated Entry Committee Monthly Meeting
- HUD TA Meet and Greet
- IA Bos CoC Membership Task Group

The Upper Des Moines CE Region for Housing has been voted in to participate in a remediation plan. The remediation plan will provide more support for our Housing Region as we continue to expand.

**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 48 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.**





Open enrollment is wrapping up! For the most part, I am hearing it was pretty quick and easy through Paylocity. Fingers crossed, we are now through all the hurdles with Paylocity and everything is up and running correctly.

In an effort to begin recognizing our staff members for their outstanding performance, **EMPLOYEE OF THE MONTH nominations now being accepted.** The nomination form can be found out on SharePoint, or requested from HR. Please have all nominations to HR by the 15<sup>th</sup> of each month.

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

- Assistant Teacher-WRAP to Assistant Teacher-EHS

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

- HS Teacher, Hartley

**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.**

- August 2023: 2 Incident Reports
- September 2023: 10 Incident Reports
- October 2023: 5 Incident Reports
- YTD Total: **45**

**Work Comp Tidbits:**

- All work comp appointments need to be made by HR to avoid the risk of being personally liable for all expenses. Employees are required to use their own leave hours for missed work during appointments and follow up care.
- If an employee is taken off work due to an injury, Work Comp will NOT pay wages for the first 3 days following the injury unless the employee remains off work for 14+ days. If the employee is off work for 14+ days, Work Comp will come back and pay for the initial 3 days of loss time. In order to be paid for those initial 3 days, employees MUST use their own leave hours.
- **PLEASE keep all work spaces and walking paths free of clutter! It's very important to reduce the number of incident reports in order to remove our 'pool' label which means no insurance companies want to carry us and in return our rates continue to rise.**



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



**FaDSS:**

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

**October 2023**

Number of Families Served: for October 2023 76 families

Year to Date Families Served: July 1, 2022 to October 30, 2023: 90 families

**Success Story:**

Asking for help has been my greatest struggles in life, but there comes a point one just has to admit you need it. It's good to know that there are services for people and their families like FaDSS, which I am really glad that I didn't think twice about being part of the program. My worker Mrs. Hickman, who has assisted me through the past couple of years now. She is very understanding of my concerns and family's needs. It means so much that she cares about my son's health and education as well.

I could go on and on with only good things to say about FaDSS. I just really appreciate all the help you have supported me with. I can't Thank You enough.

**Outreach:**

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

Outreach has been very busy with LIHEAP and all of the holiday programming that they are doing. Right now we are accepting applications for Adopt a Family, Holiday food boxes and Bikes for Tikes.

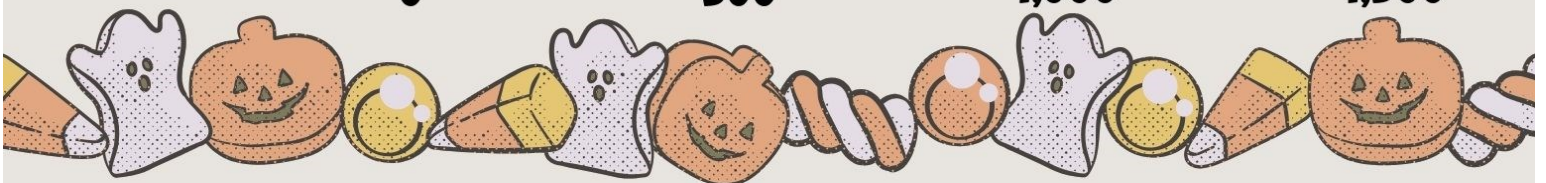
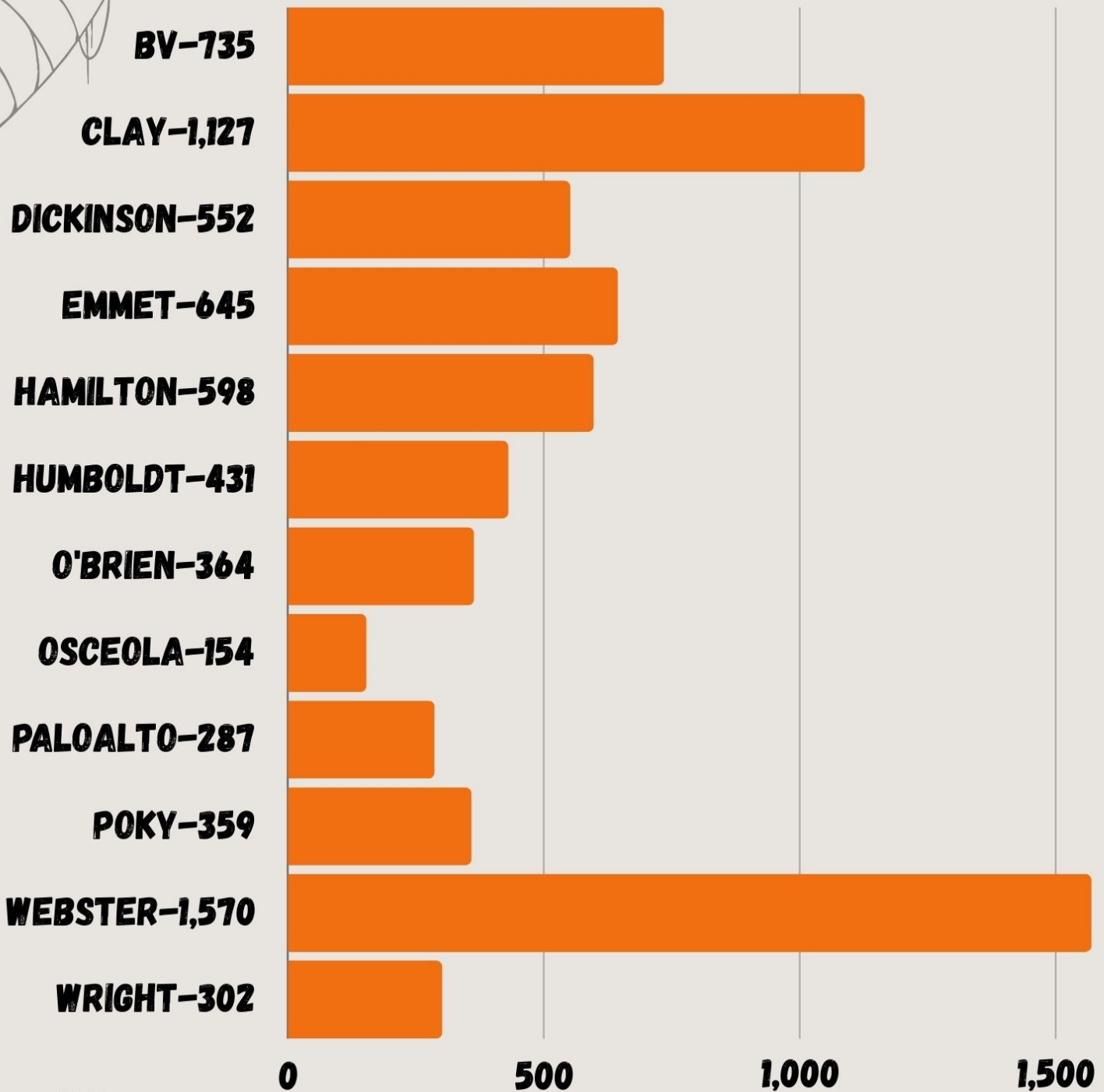
We are working hard on partnering with all programs within UDMO and also those outside. This past month Outreach and Head Start worked together to ensure that all of the families that were eligible for Outreach programs were connected with services.

**WEBSTER COUNTY OUTREACH IS MOVING!!!**

The Outreach office in Fort Dodge will be closed Nov 30-Dec 1 to move to our new location at 704 Central Ave. We are very excited about the move! We will plan an open house after the holiday!



# INDIVIDUALS SERVED



# OUTREACH - OCTOBER 2023

