In The Know, UDMO February 2024



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All Staff Day!

September 17th

The Shores

Emmetsburg



FaDSS staff spent the day speaking with our state legislators about the FaDSS program and the outcomes from participants in the program. Pictured is UDMO FaDSS Specialists Jamie Johnston, Ronette Rosales-Brown and Ashley Cooklin speaking with Representative Wills and Representative Thompson.



The Clay County Deputy Association donated \$1,500 to Clay Outreach for the purchase of hats, gloves, boots, snow pants, and other winter gear.



UDMO recently participated in helping clients enroll in The Affordable Connectivity Program or ACP. This is a government assistance program by the FCC designed to ensure that low-income households can access the internet they need for work, education, healthcare, and more. Households qualify for this by participating in certain Government Assistance Programs such as SNAP, Medicaid, SSI, or other programs. This program was facilitated by SWA Connect, they are an authorized provider for ACP. They provided the client with a tablet and us with a portal where we could access people who have applied and also see if they required other or additional documentation to be processed.

We were told that this program would be ending on February 7th. So staff worked hard to enroll people before that date. There was talk of the program possibly starting up again at a later date, but we have not received word on that. As of the writing of this newsletter we have enrolled 137 people in the program! Tablets have been arriving at Central Office, and are being picked up by various staff to be distributed to the families. Way to go, UDMO!!



Monthly Happenings:

Leadership Training

- UDMO Directors have been participating in National Community Action Partnership's data related trainings.
 January's focus was on Data Practices & Systems Fundamentals: key data practices and data systems roles in supporting a data informed culture. This is critical for UDMO to establish the effective analysis practices in order to make program and agency decisions.
- Sarah Ennis met with the team again for a full day of leadership training on sensitivity at work.

DHHS Realignment

- The Iowa Health & Human Services has released the Service Delivery Alignment Assessment Report. The 193page document provides recommendations for changes to current service delivery practices based on approaches implemented in other states. We will follow this closely as the proposed recommendations are considered and decisions are made on how to move forward.
- o Community Action Agencies was renamed Division of Community Access and Eligibility.
- FaDSS was moved from Community Action Agencies to Division of Family Well-Being and Protection so as to
 move it closer to other home visiting programs. At this point, we have been informed the FaDSS model will
 remain and the contracts with UDMO will continue. More information is anticipated as the state works
 through the technical details of the transition.

Advocacy in Des Moines

 ICAA has been instrumental in arranging Legislative Breakfasts for Community Action and Head Start. Shakira Meyer represented UDMO. Letters to policy makers continue to sent as needed based on subcommittee activities.

Head Start

- o NPRM Response to newly proposed Head Start Performance Standards that are unfunded.
- DHHS Grants additional funding to support Health and Safety for each Head Start location
- o Coverage of Head Start due to the resignation of the Early Childhood Program Director.
- We have also been engaged in recruiting a new ECP Director.

FaDSS

• Staff attended the Day on the Hill in Des Moines on January 25 to raise awareness about the positive impacts the program produces.

Outreach

- We have been in discussions with ICAA regarding assistance with UDMO's Fundraising efforts. A formal plan is being developed.
- Alisa, Heather and each Outreach office has been focused on planning fundraising events in their communities.

Housing

- CHAMP is an Integrated Case Management program by funding direct assistance for enrolled Amerigroup members to assist them in attaining and maintaining safe and stable housing.
- Rural Set Aside grant has executed the HUD contract so housing services can begin.

Stay Survey 2024

Employee's opinions matter so for the second year in a row we have gathered and analyzed the data. This year fewer staff completed the survey.

	2023	2024
Employees Sent Surveys	205	197
Employee Responses	157	129
Response Rate	76%	65%



Executive Director-Continued;

The top three responses were the same from the previous year.

Most Enjoyable Aspect of Work	2023	2024
The clients/families/children	52%	57%
Coworkers/supervisors	24%	50%
Flexibility within their job	8%	9%

Reponses to other questions saw growth and decline.

% of staff who responded "Yes" to the following questions:	2023	2024
Do you receive enough recognition?	71%	84%
Are you able to have a work/life balance?	78%	76%
Would you apply for your position again?	92%	94%
Is the support you receive from admin helpful?		
(Admin = Program Director, Fiscal, HR, IT)	92%	91%

How does UDMO compare to nation statistics?

- Gallup reports 37% of workers in the US strongly agree that they receive recognition yearly. Happiness magnifies productivity by 13%. Peer to peer recognition has a 35% impact. UDMO is in the 80th percentile.
- 60% of employees say they are able to effectively balance their work and personal commitments as per Zippia. Personal perfectionism is noted as the biggest barrier to a good work-life balance. UDMO employees report being above 75% the past two years.
- Gallup notes 63% of employees nationally would not change their job. UDMO has over 90% of employees who would apply for their position again which may correlate with the 90th percentile of employees feeling their administrative team is supportive and 50% say their co-workers and supervisors are one of the most enjoyable aspects of their work.

UDMO Administrative Team developed a couple goals from the Stay Survey:

- At the interview explain to employees the nuances of working at a non-profit includes a lot of paperwork and raises if there is funding.
- Focus on clear communication whether content is positive or negative.

Finance Committee: Next Meeting February 20th @ 1pm.

- Finance Report
- Outreach Update
- Unsheltered Rural Set Aside Update & Vehicles
- Corporate Vehicle
- UDMO Apartment Appraisals
- New Data System
- UDMO Fundraising Update
- Early Childhood Programs Director Update

UDMO Board of Directors: Next Meeting February 27th @ 5pm.



LEND A HAND TO

EMPLOYEE OF THE MONTH



TRACK. ON TRACK.

ITEMS, & HELPS







CACFP (Child & Adult Care Food Program) In Home

Monthly Board Report:

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

CACFP currently had 37 providers claim for January.

Recruitment efforts will continue. I will make monthly cold calls from CCR&R's list of people that have contacted their office inquiring about becoming registered day care providers. Currently there are zero licensed daycare providers in both O'Brien and Pocahontas counties.

CACFP In-home Providers served the following meals in January:

	January 2024	January 2023
Breakfast:	4,730	5,130
Lunches:	4,890	5,391
Snacks:	5,696	6,539
Suppers:	_ 136	196
Total Meals Served:	15,452	17,256

Providers Served: 37 44



- Liheap (Low Income Household Energy Assistance Program) is from November 1 April 30.
- Anyone that applies for Liheap and are eligible, cannot be disconnected from their electric or natural gas from Nov. 1 April 1. This is known as the Moratorium on winter disconnections.
- **LIHEAP APPLICATIONS:** For January, Outreach took and processed 337 Liheap applications and of that number 309 were approved. 27 denied and 1 on pending.
- Received 31 Online Liheap Applications.
- YTD TOTALS: From 10-01-2023 to 1-31-2024: Total applications 4,533. Total approved 4,304.
- Last year at this time: 4,605 applications were processed.
- CRISIS: For January, 17 households received ECIP-Crisis funds in the amount of \$13,678.38.

We are now working on contract called LIHEAP-23IIJA. At this time, we are not assisting with crisis for Service Continuity, due to they are protected from being disconnected from the Moratorium.



Shakira Meyer – Director of Program Development, Compliance & Reporting

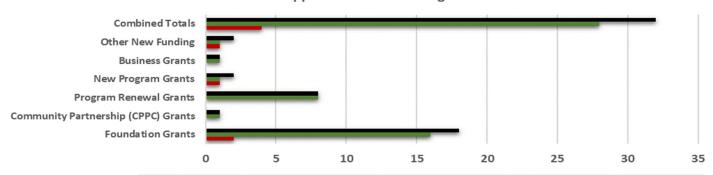
The Upper Des Moines Opportunity, Inc. Board of Directors received a 2023 Grant Funding Request Report at their January 23, 2024, meeting. During 2023, UDMO applied for \$1,836,933 in funding and was awarded \$1,523,158, receiving 83% of the funding requested. These funding requests were from Community Foundations, Business Foundations, Mini-Grants, Program Renewals for KIDS and new and renewal grants for the UDMO Housing Program. Funding requests vary from year to year are amounts awarded are based on fund availability from granters.

UDMO Funding Requests Update:

Recent Foundation/Organizational/ Trust Grants Submitted & Status: Feb- ruary 2024	County	Program	Submitted/ Pending	Awarded	Denied
Clay County Community Foundation	CL	Outreach – Food Pantry	Х		
Iowa Health & Human Services	BV, CL, DI, EM, OB, OS, PA, PO	9 Individual Grants - 1 per Site – Health & Safety and Minor Repairs as allowable	Х		
Enhance Hamilton Foundation	НА	Outreach – Client Services		Х	
Sheldon United Fund	ОВ	Outreach – Client Services	Х		
City of Sheldon	ОВ	Outreach – Client Services		Х	
City of Storm Lake	BV	Outreach – Client Services	Х		
City of Spencer	CL	Outreach – Client Services	Х		
Dickinson County Good Neighbor Fund	DI	Outreach – Client Services	Х		
Barkema Trust	WR	Outreach – Client Services		Х	

Program Grants Submitted and Status as of February 3, 2023	County	Program	Submitted/ Pending	Awarded	Denied
Head Start	BV, CL, DI,	Head Start/Early Head	X		
	EM, OB,	Start			
	OS, PA, PO				

Grant Summary: January 2023 to December 2023 All Grants Applied For and Funding Outcome



	Foundation Grants	Community Partnership (CPPC) Grants	Program Renewal Grants	New Program Grants	Business Grants	Other New Funding	Combined Totals
■ Applied For	18	1	8	2	1	2	32
■ Funding Awarded	16	1	8	1	1	1	28
■ Funding Not Awarded	2	0	0	1	0	1	4

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







CSA4 – January 2024 Monthly UDMO Board Report Meredith Mickelson, 1st Five Site Coordinator

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

 1^{st} Five Services: Partnership between Primary Care Providers and Community partners to support child development in children birth up to their 5^{th} birthday.

FY24 – 1st Five new incoming referrals listed below by county of referring clinic for current FY24

Referring County Provider/Clinic		HHS	7e						rrals fo Síte Co			
FY24 (July1,2023-June 30,2024)	JULY 2023	AUG 2023	SEP T 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024	MAR 2024	APR 2024	MA Y 2024	JUNE 2024
CALHOUN	0	0	0	0	0	1	0					
HAMILTON	3	8	6	1	4	1	2					
HARDIN	0	2	0	0	0	3	0					
HUMBOLDT	4	0	0	1	0	1	0					
POCAHONTAS	1	0	0	0	0	0	0					
WEBSTER	2	11	9	4	0	6	1					
WRIGHT	1	1	5	3	2	1	3					
New monthly incoming referrals	11	22	20	9	6	13	6					
TOTAL CSA4 FY24 referrals (July 1, 2023- current)	11	33	53	62	68	81	87					
# of Different Primary Care Providers who re- ferred current month	9 primary care providers	13 primary care provid- ers	16 primary care providers	9 primary care providers	5 primary care providers	12 primary care provid- ers	6 primary care provid- ers					

Focus Area 1: Meeting with Primary Care Physicians/Clinics

- 1st Five has created a 2023 Gold/Platinum Referring Provider Recognition Certificates for each provider who referred into 1st Five between Jan 1, 2023-Dec 31, 2023.
 - o Gold Provider Recognition Certificate: Referring provider successfully referred and partnered with Upper Des Moines 1st Five.
 - <u>•Platinum Provider Recognition Certificate</u>: Referring provider successfully documented a completed developmental screening along with referral and partnership with Upper Des Moines 1st Five.
- On January 30, 2024: Meredith and 1st Five Medical Peer Champion, Dr. Andrea McLoughlin, MD, successfully completed a Lunch & Learn "1st Five Partnership Basics" clinic presentation with UnityPoint Family Medicine Clinics (Pocahontas & Laurens clinic staff).
- 1st Five encourages accredited developmental screenings at well-child visits and if a delay or concern is identified a simple referral to UDMO 1st Five to help connect family with local resources.

Focus Area 2: Meeting with Community Partners

- Meredith continues to share information about 1st Five by attending community partner meetings in person or virtually. Information gathered at these community partner meetings/events is shared with 1st Five Developmental Support Specialists and/or other community partners. 1st Five promotional items, screening, EPSDT guidance are all available and distributed at these meetings/events.
- 1st Five Site Coordinator continues to reach out to be active with county community events and partnership meetings
- 1/30/24: Meredith UDMO 1st Five booth "Slam the Stigma" in Rockwell City (*Calhoun County*) partnership with McCrary Rost/Stewart Memorial.

Focus Area 3: Referrals/Communication with Families:

- Upper Des Moines Opportunity 1st Five continues to help support referred children and their families with services.
- Documentation into Iowa Connected Iowa HHS data entry system encouraged same day, but completion within 10 calendar days.

1st/Five Continued:

On-Going Efforts/Upcoming Changes:

• Continuing staff supervisions written summaries, required Iowa HHS training and verification before subcontract payments are processed through UDMO. All subcontracts are complying.

• UDMO 1st Five determined to discontinued the Wright County 1st Five Subcontract effective 1/31/2024.

• Currently, Kristi Radtke, continues to assist with DSS Family Worker support while CSA#4 continues to interview for potential candidates for 1st Five DSS family worker position to cover the increasing need, referrals and provide additional support coverage within CSA4 - 7 county service area.

Some pictures from UnityPoint Pocahontas/Laurens Peer Consultation Meeting (1st Five Partnership Basics)



KIDS Program: Jessie Hansen

In January, I completed midyear reports for all six counties that we provide services. Our number of families and children served per county have slowed from last year. Last year we had two home visitors, and this year we have four. We have a number

Mid-year numbers: 33 Families, 47 Children and 100 home visits.

Last year comparison: 49 Families, 65 Children, and 183 home visits.

Average: 34 families and 55 children.

Interesting facts: Families are split equally between Clay, Dickinson and O'Brien Counties and the Emmet, Palo Alto, and Kossuth. 21 out of 47 children are two years of age and under.

We are in preparation for Child Abuse Prevention Month in April and looking at marketing and promotional events.

We also will be reaching out to Board of Supervisors and County Representatives to sign a proclamation again this year.

The KIDS Program applied for a Lakes Area Decategorization/Community Partnership for Protecting Children Grant and found out we were denied. The Community Partnership for Protecting Children group is made out of service providers that know and work in the community with children and families. Applications were submitted to this group, which were then discussed and recommendations to support the communities of Clay, Dickinson, Osceola, and O'Brien Counties. The CPPC group submitted their recommendations to the DECAT Board. There were three grants out of the CPPC group recommendation to the DECAT were not funded, which included ours. It's unfortunate, but we will look for other opportunities for funding to support the KIDS Program.



Admiring our Valued Partnerships with Primary Care Providers



February 2024

1st Five: CSA-1

Recognized 15 referring providers for their work in 2023.





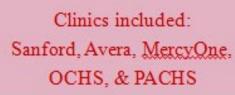
Platinum Recognition

8 Providers performed universal screening & referred to 1st Five



7 **Providers** referred children birth to five for developmental concerns





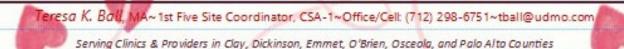


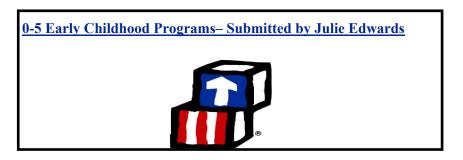




1st Five

Loves Making a Difference, One Referral at a Time





Enrollment:

Early Head Start is fully enrolled with 183 children. Head Start is fully enrolled with 289 children.

Disabilities:

Last month during our monthly Head Start Regional Office meeting. Tina Younger, Program Specialist, informed us that we can count children whose parents have signed written consent in our disability number so that is why this section looks a little different than previous months.

Early Head Start students served on IFSP's: 18 Head Start students served on IFSP's: 21

Total served: 39

Early Head Start students whose parents have signed written consent for evaluation: 0 Head Start students whose parents have signed written consent for evaluation: 4 **Total with written consent: 4** (with 3 of these moving forward with an IEP. 1 still in progress)

Grant Total is with our target number: 43

TEACH - CDA, 2 year or 4-year Degree:

CDA certification in progress: 7 with 2 more starting in March 2024

Associates degree in progress: 1 completed in January 2024 and 1 in progress

Bachelor degree in progress: 1

Coaching:

Teachers – 5 Home Base Teachers – 2

What's Happening:

- Staff have done a fabulous job securing in-kind to finish out the Head Start grant year which ends on 2/28/24!
- Transition Plans are in place and being carried out by Head Start leaders in the absence of the Director and Education Coordinator. Thank you to those leaders for continuing to push through challenging times with dedication to the children, families and staff. Can't thank you enough for the team work exhibited!
- Balancing workloads through job responsibilities is being examined.
- Recruitment for the 2024-2025 school year is underway with acceptance planned to begin in April.
- Head Start's annual Self-Assessment is getting planned and will be carried out over the next few months.





Lovely housing ladies representing at the Calhoun County Slam The Stigma event on 1/30/24-Submitted by Meredith Mickelson, 1st Five Site Coordinator

53 Households (127 Individuals) were assisted.

ESG:	ERA:
5 Households and 19 Individuals	Homeless Prevention: 36 Households and 86
	Individuals
	Rapid Rehousing: 12 Households and 22 Individuals

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 soon.

Other Meetings and Trainings:

Iowa Balance of State CoC Board Meeting
Coordinated Entry Committee Monthly Meeting
IA Bos CoC Membership Task Group
Fort Dodge PCC Meeting
ESG Homeless Prevention & Rapid Rehousing Quarterly Call
DEL Training with IA Bos CoC Presented by IMAN Consulting

DEI Training with IA BoS CoC Presented by IMAN Consulting, Dr. LaDrina Wilson

BRIC Meeting in Calhoun County

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. Call backs are being made within 24-48 hours.

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.



Number of Families Served in January 2024: 10

Number of Families Served in FY 2024: 10

Goal for 2023: 110 Homes

Weatherization Update:

The Weatherization Department for the month of January we started of the month on track with our 10-home minimum. This was a great month starting the new year off on the right track we also have had great weather this winter and has been really bringing in the homes and helping our clients get the work done quicker. We have also started this year with a large amount of responses from clients and have more than enough homes to push through the year to meet our goals of 110 Homes this year. I would like to meet or exceed this year since we fell a tad short of only 102 homes last year still a good year, but I would like to improve on that in 2024. We are currently working on hopefully getting our utility contracts in February since we didn't in January from the state so hopefully that will come in this month and I can let everyone know where we stand with that funding. We did however receive our new HEAP funds of a total of \$686,394.00

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.





Please continue to review your paystubs every pay day. If you are not satisfied with the State & Federal taxes coming out of your check, submit a new W4 form AFTER consulting with your tax professional!

Congratulations to our February Employees of the Month, <u>Head Start: Maria Barajas (Emmet Head Start) & Non-Head Start:</u> **Deb Harris (Central Office).** All nomination forms are due to HR by the 15th of each month.

The following positions have recently separated employment:

- WRAP Assistant Teacher, Jefferson
- HS Janitor/Food Service, Sheldon
- Sub, Gingerbread
- Home Based Teacher, Gingerbread
- HS Teacher, Gingerbread
- Education Coordinator
- ECP Director

Wellness Challenge: Don't Wait, Hydrate!

- Challenge: January 8, 2024 February 4, 2024
- Participation Incentive: UDMO Shaker Bottle
- 101 employees registered
 - 91 employees completed the challenge
- HR will deliver the incentive to those employees as they are able. THANK YOU to all who participated!

HR TIDBITS:

- Space heaters are strongly discouraged in the workplace, but for those of you who may be using one in your office, they MUST be plugged directly into an outlet, NOT a power strip.
- During the winter months, pay attention to your direct walking path to avoid a slip, trip or fall on the ice!

Work Comp Incident Report Recap:

In order to keeps 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.

- January 2024: 3 incident reports
- YTD Total: 3

Family & Community Services Director-Alisa Schlief



FaDSS:

Buena Vista, Clay, Dickinson, Emmet, Hamilton, Humboldt, O'Brien, Osceola, Palo Alto, Pocahontas, Webster and Wright

January 2023

Number of Families Served: for January 2024 78 families

Year to Date Families Served: July 1, 2022 to January 31, 2024: 98 families

Success Story:

FaDSS atteded their annual FaDSS Day on the Hill on January 25th, 2024. They were able to meet with 5 of our local legislators regarding the importance of the FaDSS programs and share some of our success stories.

Outreach:

Buena Vista, Clay, Dickinson, Emmet, Hamilton, Humboldt, O'Brien, Osceola, Palo Alto, Pocahontas, Webster and Wright

All of our Outreach offices are in the planning phase of multiple fundraisers. We will work on getting these out to all staff, board members and communities. Please watch our social media platforms-Facebook and Instagram.

Outreach continues to take applications for LIHEAP and Embrace Iowa. Our food programs continue to increase in all of our counties and at times we are struggling to keep our shelves stocked.

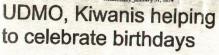
10 of our 12 Outreach offices completed our CHORE program with 114 household (65+)receiving \$100 to assist them in the costs associated with services to help them continue to live independently.

Outreach currently has 1 open positions: Humboldt

Upcoming Fundraisers:

February 18th-Omlete Meal-Clay County February 29th-DJ BINGO-Clay County

Gazette-Tribune



SISSOURWESTON.COM
The Sibley Kiwanis Club
helped Upper Des Moines
Opportunity take the first
step in restarting a benefit
for county children.
A surprise visit from
club members resulted in
Oscoola County outreach
specialist Pam Braun accepting a delivery of cake a delivery of cake osung and cannics

ages.

The birthday program provides items such as a cake mix, frosting, candles, plates and napkins, as well as the chance for the birthday child to choose a toy. Donations of toys and

f," Braun said. UDMO also offers energy registered in a UDMO pro-gram are eligible to partici-



Ising, received the sumbers Mitch Giese, Karen Van. Jan. 23. Club members Mitch Giese, Karen Van. ad Phill Hager delivered the items that will be us supplies for eligible county children. Photo by Sa mbers Mitch Glesc, Karen Van West

