



# From the Executive Director

This is my second year writing to you as the Executive Director of Northeast Iowa Community Action Corporation (NEICAC) and I feel just as grateful and humbled as I did the first. NEICAC experienced success in 2018, but also faces challenges ahead. We continue to see many changes in staffing and processes, but the one thing that stays consistent is the dedication of our Board, employees and our programs in helping others in need. Our agency cannot afford to stand still when we live in such times of change. Our leadership philosophy, employees' professional development, agency processes and strategic vision must continue to evolve to reflect the needs of here, now and the future.

We still see great need in our communities, poverty rates do not seem to decrease while needed funding for programs does. Our agency strives to provide quality programming and services and finds challenges with increasing expenses and the, always present, political uncertainty. We continue to appreciate the local support from our communities and fully recognize that we could not do what we do without it.

It is not possible to accomplish success alone. Whether we have faced personal or professional challenges, almost always, each of us has been fortunate to have help. Our community action agency and those across the nation see this concept as the heart of who we are. With the trust and confidence of our communities, NEICAC will continue to create impact and make others' lives better.

## Board of Directors



**Front Row, L to R –** Kari Harbaugh, Shannon Michael, Kelly Faga, Marcia Hesse, Julie Wurtzel and Ron Garceau

**Middle Row, L to R –** Steve Doeppke, Martin Stanbrough, Wendy Shea, Malissa Kappes, Richard Holthaus, Dan Byrnes and Janel Langreck

**Back Row, L to R –** Nick Winter, Joseph Pisney, David Tilkes, John Beard, Tim Neil, Les Askelson, and Linda Voshell

**Not Pictured –** Jenny Cole



Trisha S. Wilkins

# Family & Individual Services, County General Relief and The Iowa Individual (Disaster) Assistance Program

**N**EICAC's Family Service Offices provide one of the most visible forms of our outreach in the communities we serve.

**W**ith NEICAC Family Service Offices located in Waukon, West Union, Elkader, Oelwein, Decorah, Cresco, New Hampton and Waverly, all the residents in our seven counties have access to NEICAC services locally. When you consider that the NEICAC seven county service area is over 4,000 square miles – significantly larger than Rhode Island and Delaware combined (3,196 sq. mi) – local is important.

**I**n 2018, more than 10,300 unduplicated individuals were able to directly access services with NEICAC or get a referral to another appropriate organization for services outside of the NEICAC umbrella.

**C**risis Funds - We were able to assist more than 200 households in 2018 that were facing the loss of

utilities or eviction thanks to local donations. These are donations from individuals, local church and civic groups, and organizations such as the Upper Mississippi Gaming Corporation, the United Way of Winneshiek County, the Oelwein Area United Way, and Mercy Medical Center in New Hampton, along with many more.

**I**n 2018, NEICAC's Food Pantries in Cresco, Decorah and Waverly provided over 8,000 boxes/bags of food to the residents of Howard, Winneshiek and Bremer counties.

**T**he Iowa Individual (Disaster) Assistance Program – When Iowa's Governor proclaims an Iowa County a disaster, normally because of weather – such as flooding, usually the proclamation includes the IIAGP. This is the Iowa Individual Assistance Grant Program (IIAGP) and the Iowa Disaster Case Management (IDCM) program. The IIAGP is to assist disaster impacted low-income households with

up to \$5,000 of financial relief. The IDCM program is to help households acquire other resources and make a recovery plan. The local community action agency administers these disaster programs. In 2018, NEICAC administered these programs for disaster declared counties of Bremer and Fayette. Through the IIAGP 23 households were assisted financially with state funds and 15 households received disaster case management services.

**C**ounty General Relief/General Assistance Programs – At the requests of four of our counties, NEICAC administers their General Relief/General Assistance programs. NEICAC has 28E agreements with Winneshiek, Fayette, Howard and Chickasaw counties to administer those counties GR/GA programs. In 2018, NEICAC administered County GR/GA programs provided varying types and levels of assistance, per each county's ordinance, to 45 households.



# Family Development and Self-Sufficiency (FaDSS)



FaDSS Specialists collaborate with multiple community partners in our seven counties to support participants in accessing services to meet their identified needs.

In Fiscal Year 2018 from July 1, 2017 to June 30, 2018 we served 133 families and the return on investment for our program was: \$2.21. Identifying family needs and providing support, advocacy, and referrals to resources is at the heart of the FaDSS program.



FaDSS Day on the Hill January 16, 2019. Along with FaDSS Staff and Executive Director, Trisha Wilkins, two FaDSS participants experienced the Iowa State Capitol and shared how FaDSS has had an impact on their growing success.

## Of those who exited our program in FY2018:

**43%**  
of households  
increased income  
during enrollment

**17%**  
of heads of households  
were employed at  
enrollment

**47%**  
of heads of  
households were  
employed at exit

**64%**  
of adult participants  
reported substantiated  
mental health issues

**93%**  
of them  
accessed  
treatment

**23%**  
of adult participants  
reported substantiated  
substance abuse issues

**100%**  
of them  
accessed  
treatment

# Early Childhood Programs

The Early Childhood Programs, a mainstay of the agency, has been in operation since the creation of NEICAC in July of 1965. Blended funding is provided by the U.S. Department of Health and Human Services for Head Start, the Iowa Department of Education for Shared Visions, and the Iowa Department of Human Services for Wraparound services. These funds allow the agency to operate 15



classrooms located throughout our seven-county service area. The majority of these classrooms operate from 6 am to 6 pm, Monday through Friday, on a year round basis, providing services to 233 Head Start children. The center-based Head Start program is considered the premier preschool program. The program provides a family centered approach that includes many components that address the child's entire family. Our dedicated teachers use the research-based Creative Curriculum and Creative Curriculum Gold to organize classrooms, guide their planning of classroom activities and provide ongoing assessment of student progress throughout the program year. Other benefits of the Head Start

Program include nutritious breakfasts, lunches and snacks, health screenings, developmentally-appropriate classroom activities, social services and parent involvement opportunities.

Early Head Start has been operating since 1998 in Allamakee, Clayton, Fayette and Winneshiek Counties, serving 80 clients 0-3 years of age and pregnant women. The program uses an exciting home-based concept with a ratio of 10-12 families per home visitor. Visits are once per week for 90 minutes. The Parents as Teachers curriculum provides parents with the tools to better their knowledge in early childhood development, improve parenting practices, provide early detection of development delays, and increase children's school readiness.

Our year included the release of the FY2018 National Grantee-Level CLASS scores. CLASS (Classroom

Assessment Scoring System) is an observation tool used by reviewers to analyze and assess the effectiveness of interactions between children and teachers in the classroom. The tool has 10 dimensions rated on a 7-point scale. The dimension scores are averaged to produce grantee-level domain scores.

Any program with scores falling in the lowest 10% is placed in the Designation Renewal System (DRS) and is not eligible for funding without competition. I am delighted to share not only did our scores not fall within



the lowest 10% but our scores fell between the Median and Highest 10% of all programs nationwide. Our scores by domain were as follows- Emotional Support 6.2788, Classroom Organization 6.1026 and Instructional Support 3.0256.

Our CLASS scores demonstrated the success of our teaching staff with scores above the national averages.



Our program must obtain 20% non-federal share as part of our Head Start and Early Head Start federal grant. This requirement reflects the partnership and commitment between the federal government and local community, and for the young children and families served in the program.

One way we accomplish this is having volunteers in the classrooms. They usually consist of our parents and community volunteers. This year we were excited to have United States of America Miss Iowa as a classroom volunteer. She was finishing her junior year at Luther College and spent time this spring in our Decorah classroom reading and interacting with the children.

# Child and Adult Care Food Program



The Child and Adult Care Food Program (CACFP) is a federally funded program that is a part of the USDA. In the state of Iowa the Department of Education, Bureau of Food and Nutrition administer this program. The requirements are that it be a registered daycare home with DHS and serve meals according to USDA Guidelines. The goals of CACFP are to assist providers in preparing and serving nutritious foods to children and

to help children develop positive food habits. Reimbursement to the provider is based on the number and type of meals served: Breakfast, lunch, supper or snack and the number of children in the home, not to exceed the provider's registration. We monitor daily attendance, menus, infant feeding sheets and enrollment sheets sent to us monthly by the daycare provider. As of January 31, 2019, we were supervising 48 homes with 632 children enrolled. For the Fiscal year ending 9-30-18 we reimbursed 256,918 meals.

Also 15 Head Start sites with 246 children, 90,071 meals were reimbursed by USDA/CACFP.



Throughout 2018, we put forth various challenges to our providers. These children took part in the Healthiest State Annual Walk. Many of our providers participated in the walk and other activities like creating their own "Compost Stew."

The National Child Adult Care Food Program Association (NCA) asked our program to nominate a provider that could potentially be featured in an upcoming newsletter. We nominated Angela Dobbs from Cresco. Angela was interviewed then later chosen as a featured provider in the NCA Fall newsletter. Her article was also a part of a massive card sent to Washington DC expressing the importance of Child Adult Care Food Program (CACFP) for developing healthy positive eating habits in today's children.

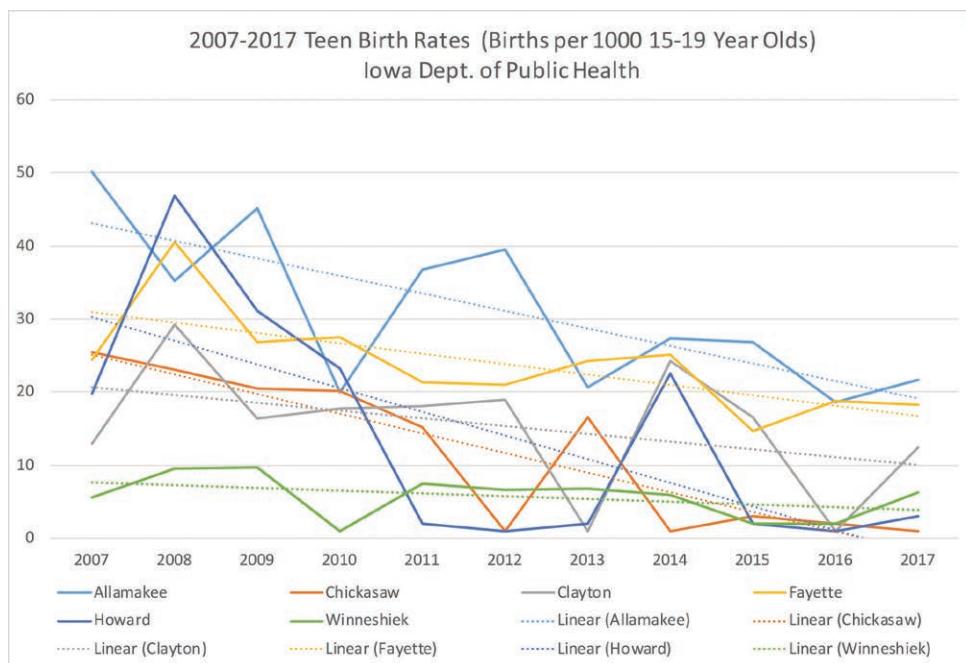
# Community Adolescent Pregnancy Prevention Program

## Over the past year...

Through funding from the statewide CAPP program, we have continued providing educational programming to middle and high school students. The graph to the right shows the teen birth rate trends over the past 10 years. CAPP started at NEICAC in 2009, and we feel that the education has had an overall positive impact on our youth. Education on healthy relationships, consent, refusal skills/peer pressure, STD prevention, and contraceptive options is provided at various age levels. Schools can choose to have curricular or topical sessions provided. We also subcontract from Allen Women's Health to provide outreach and education on family planning services for our area. This allows us to reach those over age 18 that may be in need of information and education!

## Coalition Involvement

We partner with the area substance abuse prevention efforts and child abuse prevention councils to have a strong presence at community meetings. This ensures that we are covering areas of need as well as eliminating duplication of services. Last year in Fayette county, we participated in the Teen Maze (pictured). All Fayette County 9th graders were able to go through the rooms in the maze with various topics and information. We are looking forward to this project in other counties next year!



**2,707**

Students received  
programming in 2018

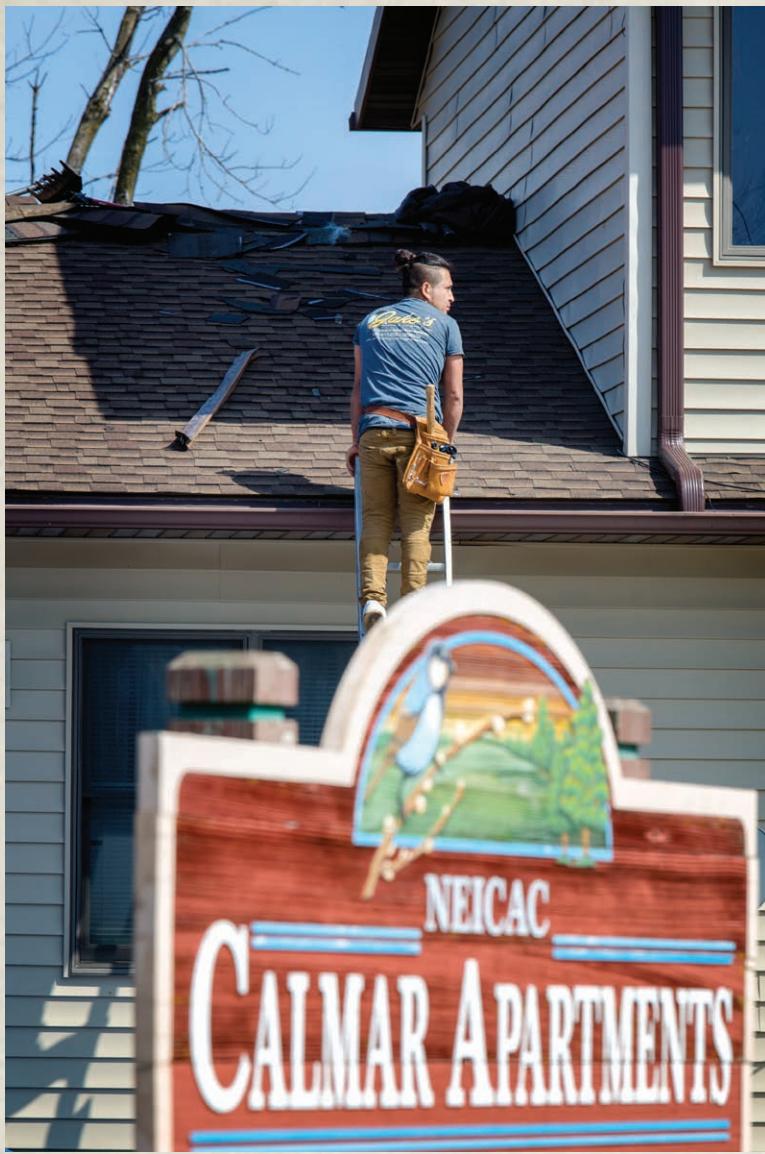
**430**

Educational sessions  
provided

**16**

school districts utilize our  
programming regularly

# Housing Program



The NEICAC Housing Program had significant achievements in 2018.

## Lease Purchase Program

Northeast Iowa Community Action completed the 29th and 30th homes in the Lease Purchase Program, when they completed projects in Garnavillo and Tripoli.

The lease purchase program helps families with Homebuyer Education and the purchase of the house. There were two more homes sold to qualified low-moderate income buyers in 2018, and 24 of the 30 homes in the program have been sold in the first 10 years of the program. The first homes sold in 2008.

## NEICAC Rentals

NEICAC Housing continues to own and manage rentals throughout the seven counties we serve. We have permanent rentals in Winneshiek, Clayton and Fayette Counties, and applied for a rental project in Postville in 2018. The rentals serve a wide array of needs for the elderly, disabled, veterans, and other low-moderate income populations. We have 4 buildings that are 15 to 20 years old, and we still have original tenants at 2 of the buildings. The rentals continually achieve a 98% occupancy rate and provide safe, affordable housing for over 100 people annually.

## Budget Classes & Homebuyer Education

NEICAC Housing focused on budget classes and homebuyer education in 2018. They directly served 229 people in budget classes throughout their seven county service area. Another 133 customers were referred to alternative online and in person classes for them to complete. The homebuyer education program served 26 customers in 2018, many of which purchased a home for the first time. Partners for these programs include Iowa State Extension Office, local libraries, Alpine Communications, NeighborWorks America, Alliant Energy, Iowa Habitat for Humanity and local lenders.

## Tenant Based Rental Assistance (TBRA)

The TBRA program provides households with rent assistance. In 2018, NEICAC Housing served 18 households with 49 people benefiting from the assistance. TBRA has been used in every county in the NEICAC service area. This program has been done by collaborating with the Iowa Community Action Association and Iowa Finance Authority.

The total current assessed value of properties built or rehabilitated by NEICAC's Housing program is almost \$6.5 million. This has been accomplished through the Lease Purchase Program, rental construction, and partnerships.

# Weatherization Assistance Program

In 2018, the Weatherization Assistance Program (WAP) served 104 low-income households in our service area. Our work significantly reduced energy costs for our clients. The most common improvements we made to homes included replacing inefficient or unsafe furnaces and water heaters, replacing incandescent light bulbs with LEDs, adding carbon monoxide and smoke detectors, weather-stripping leaky doors, and insulating attics and sidewalls.

In addition to energy efficiency measures, we made health and safety improvements which made homes more habitable for our clients. In many cases, these improvements made it possible for our elderly and disabled clients to stay in their homes longer.

We strive to serve our clients with efficiency, quality, and respect, and have maintained a consistently high client satisfaction rate. Our in-house weatherization crew and our network of HVAC contractors continue to provide excellent service and quality work to our clients.



*Weatherization  
Works*



We continue to partner with Alliant Energy, Mid-American Energy, and Black Hills Energy, all of whom provide supplemental funds to support our energy efficiency measures.

In late 2018, we increased our service area to include two new counties, Floyd and Mitchell. We look forward to serving clients in these new areas, as well as continuing to serve high priority clients in our other seven counties.

# EARL Public Transit

Transit has a fleet of 54 vehicles, made up of 37 light duty buses, 15 minivans and 2 conversion vans, providing 150,000 rides and 1.3 million miles this past year. Future vehicle replacements create a complete fleet of gasoline fueled buses, eliminating diesel. We continue to upgrade from minivans to conversion vans to accommodate flexible seating for multiple mobility devices while getting higher fuel efficiency than light duty buses.



Through a partnership with Midwest Truck Advertising, promotional ads can now be purchased for the sides and tails of our light duty buses. This opportunity creates a win-win situation, giving Transit a new source of program services income and organizations in our five-county area a creative marketing solution.

With Iowa's low unemployment levels and skilled labor shortages, human resource managers are getting creative in recruiting their workforce. Transit launched its first work route for a Howard County business, providing accessible and reliable transportation for employees while helping the business reduce turnover and create a more stable workforce.

Our Wheels for Work loan program provided nine new clients the opportunity to buy reliable vehicles to get to work, while also providing them life-changing independence. The program graduated two individuals who completed their loan payment terms.



# Low-Income Home Energy Assistance Program

The Low Income Home Energy Assistance Program (LIHEAP) is designed to aid qualifying low-income Iowa owner-occupied and renter-occupied households in the payment of a portion of their residential heating costs for the winter heating season. The program also encourages regular utility payments, promotes energy awareness and encourages reduction of energy usage through energy efficiency, client education, and weatherization. Households with income at or below 175% of the federal poverty income guidelines may be eligible for assistance.



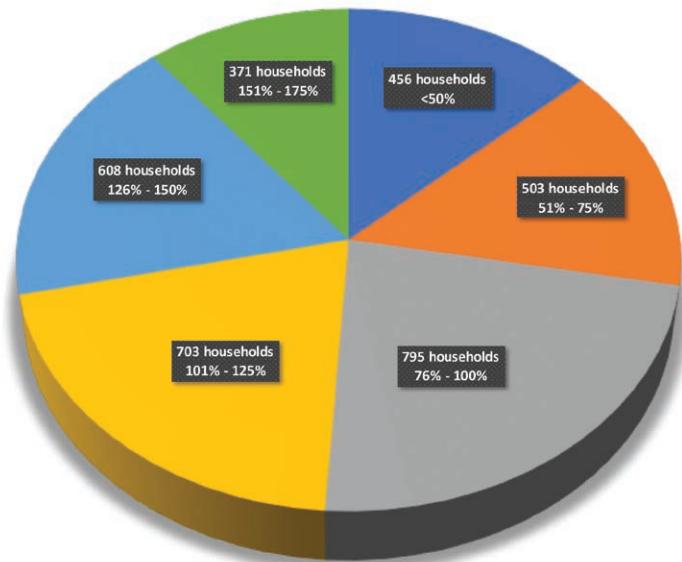
In 2018 NEICAC's LIHEAP served 3,586 households or 8,081 individuals, assisting with a one-time payment to the primary heat source totaling \$1,599,900. LIHEAP client characteristics for FY18 include:

- 35% of the individuals served are children 17 years or younger
- 37% of the individuals are disabled
- 51% of the individuals are 60 years of age or older
- 27% of the households served have income less than 75% of the federal poverty guidelines
- 2% of the households received FIP
- 48% of the households own their home

Funds are also available to individuals and households if faced with an energy utility disconnect, in need of an LP or fuel oil delivery or are a homeowner and have an inoperable furnace. In FY18, NEICAC was able to assist 231 households by preventing or reconnecting the energy utility account, 6 households with an LP or fuel oil delivery and 24 households with repairing or replacing an inoperable furnace.

Each year NEICAC's LIHEAP receives funds from Alliant Energy, Black Hills Energy and MidAmerican Energy to assist households by preventing an energy utility disconnect or reconnecting their energy utility. These utility funds are a combination of customer contributions and corporate contributions. With these generous donations in FY18, NEICAC was able to assist 205 households totaling \$78,285.50.

**Level of Household Incomes**

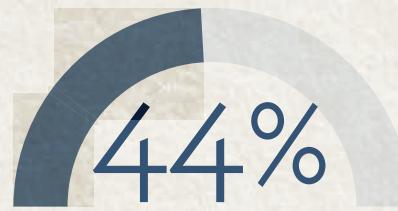
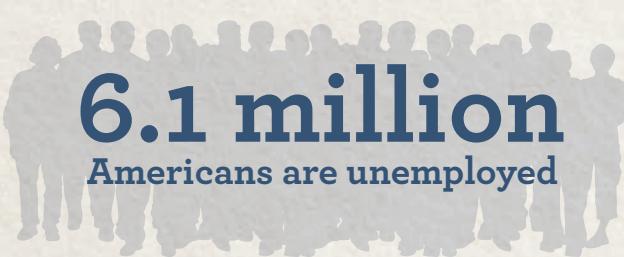


### The National Need

Despite America's economic recovery, millions are still living in poverty and even more are just one missed paycheck away from hardship. Whether our neighbors are experiencing a temporary set back or have been priced out of affordable housing - too many struggle to achieve a good quality of life.



**1 in 6**  
children go hungry at some point during the year



of Americans can't cover a  
**\$400 emergency expense**

### Community Action's Reach

The nation's 1,000+ Community Action Agencies are a robust, national, state, and local force, reaching children and families in **99% of America's counties** with life changing services that create pathways to opportunity and prosperity. Annually, we reach:

**15** million low-income individuals



**3.9** million children

**6.2** million families



**2.3** million seniors



**1.7** million people with disabilities

# Our Impact

America's Community Action Agencies embody our nation's spirit of hope, change people's lives, and improve communities. We promote workable solutions that connect more families to opportunity - and make America a better place to live for everyone.

## Community Action Agencies:

- Connect individuals and families to approaches that help them succeed - including high quality education programs for children, job retraining for adults, stable and affordable housing for families, utility assistance for seniors, and so much more.
- Promote community-wide solutions to seemingly stubborn challenges throughout our cities, suburbs, and in rural areas - whether it's the lack of affordable housing or the need to promote economic growth that benefits all families.
- Share expertise with national, state, and local leaders looking for evidence on what works to promote greater economic opportunity for children and families.

## As a result, each year:

800,000 households increased their financial **Assets** or skills 



More than 8 million people received food, healthcare services and more to increase family **Health & Well-Being**



4 million **Children & Families** accessed childcare, after school programs, and more

1.2 million people engaged in **Community Building** 



339,000 people obtained safe, affordable **Housing** - and millions more received emergency help with heat or energy assistance



5.8 million people were put on a pathway to good **Jobs** through employment support

Community Action Agencies are locally run but receive a range of public and private resources for their work. This includes funding from the federal Community Services Block Grant (CSBG) which provides the Community Action Agency designation. **For every \$1 of CSBG funds, the Network annually leverages \$7.70 from state, local, and private sources.**

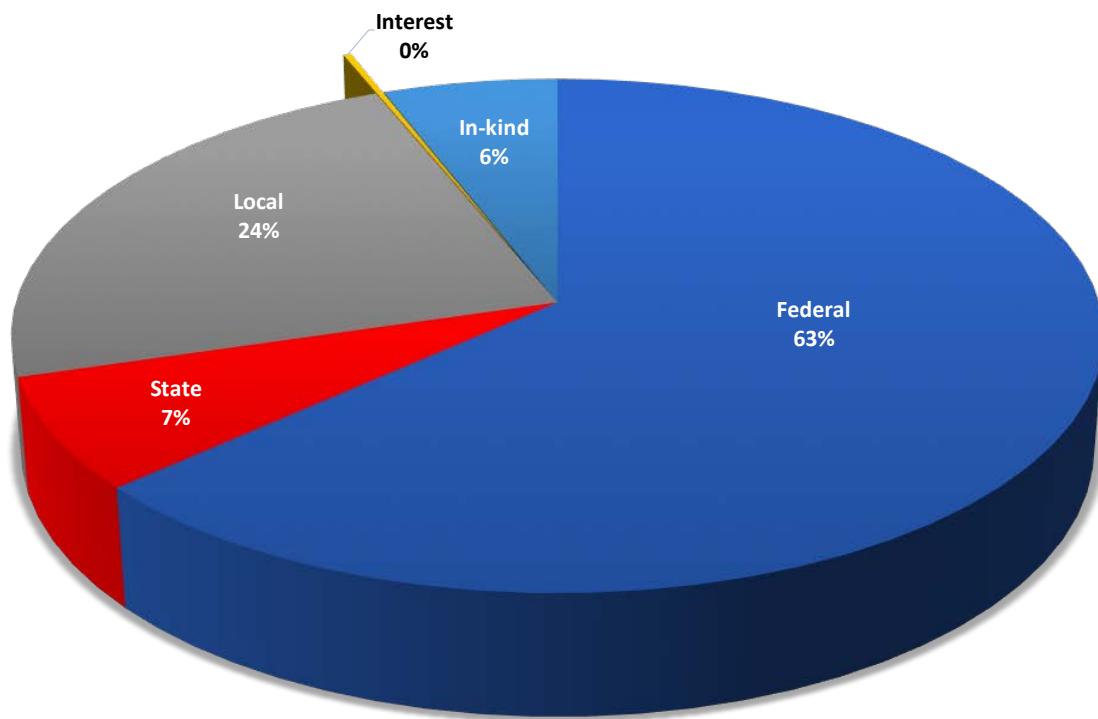


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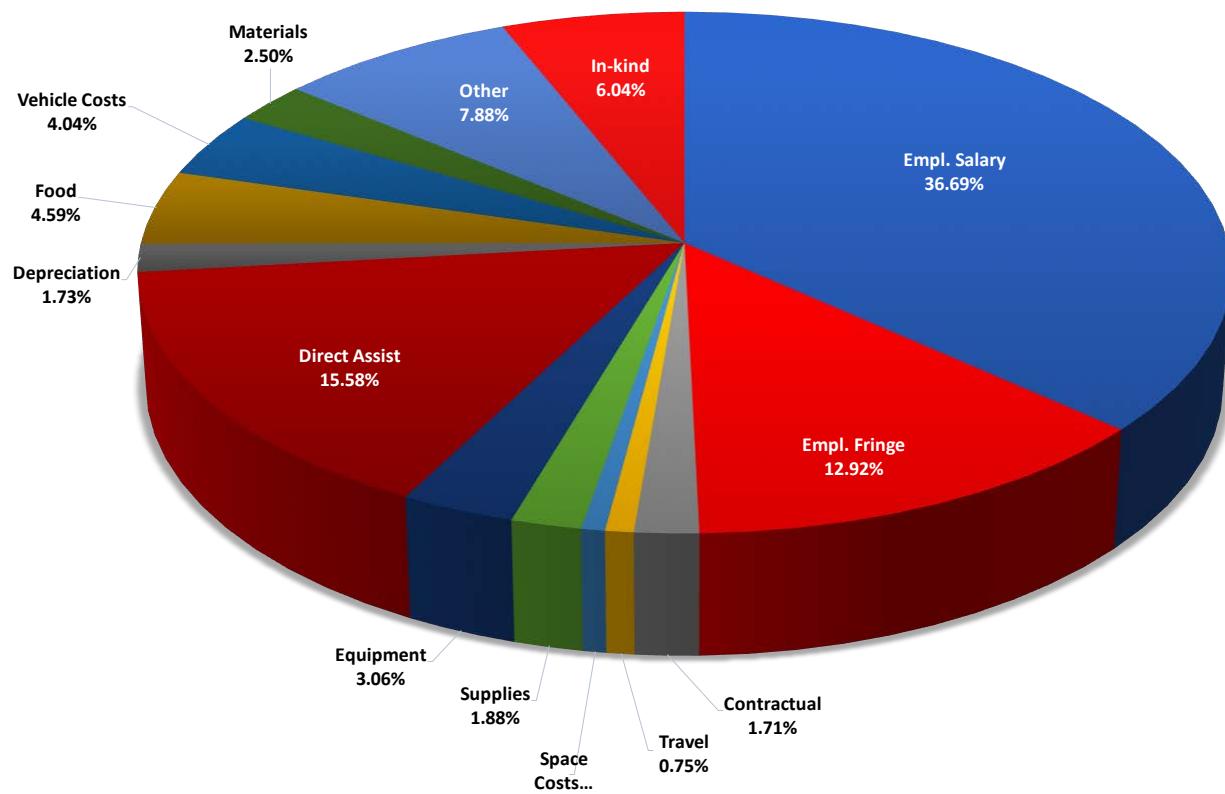
# Northeast Iowa Community Action Corp.

## For the year ended January 31, 2019

### REVENUE - BY SOURCE



### DIRECT EXPENDITURES



## Statement of Financial Position\*

### CURRENT ASSETS

Cash and cash equivalents	\$2,406,386
Receivables	
Funding source	\$1,641,077
Other	\$26,489
Notes receivable	\$24,299
Inventory	\$1,479,454
<i>Total current assets</i>	<b>\$5,577,705</b>
<b>Property and Equipment, net</b>	<b>\$3,779,795</b>
<b>Other Assets</b>	
Notes receivable	\$132,724
<b>Total assets</b>	<b>\$9,490,224</b>

## Statement of Activities\*

### REVENUES AND OTHER SUPPORT

Federal and state grants	\$8,753,782
Local	\$2,923,903
Interest	\$33,788
Contributions	\$96,090
<i>Total revenues and other support</i>	<b>\$11,807,563</b>

### EXPENSES

Program services	\$11,353,439
Supporting services:	
Management and general	\$786,645
Fundraising	\$7,503
<i>Total expenses</i>	<b>\$12,147,587</b>
Change in net assets from operations	\$340,024
Net Assets, beginning of year	\$5,840,228
<b>Net Assets, end of year</b>	<b>\$5,500,204</b>

### CURRENT LIABILITIES

Accounts payable	
General	\$792,516
Compensated absences	\$127,908
Current Portion of long-term debt	\$32,307
Advances from grantors	\$406,757
<b>Total current liabilities</b>	<b>\$1,359,488</b>

### LONG-TERM DEBT

Notes payable, less current portion	\$2,630,532
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### NET ASSETS

Without donor restrictions	\$5,500,204
<b>Total liabilites and net assets</b>	<b>\$9,490,224</b>

\*year ended 1-31-19



**NEICAC**  
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**Return Service Requested**



[www.neicac.org](http://www.neicac.org)