

OCTOBER 2023 DASHBOARD

NORTHEAST IOWA COMMUNITY ACTION CORPORATION



Transit

Transit staff gathered for their annual in-service meeting in September which included skills training for drivers and updates on program funding, operations, safety, first aid, and insurance.

5,770 Total Passengers 45,419 Miles Driven
 5,618 Trips Completed

Reason For Trip:
 1,023 Dialysis/Medical
 1,162 Education
 612 Work
 1,902 Work Activity for
 Individuals with Disabilities
 832 Other



CACFP
 Our CACFP Coordinator, Rebecca, completed 43 provider site visits in September and finalized renewals for the 2023-2024 program year.



Housing
 NEICAC's Housing Programs Coordinator, Julie, attended the Iowa Finance Authority's Housing Iowa Conference in September. While there, Julie completed required compliance training & shared the highlight was the keynote speaker, Stephanie Land, who is the inspiration behind the hit Netflix series, "Maid". Stephanie's speech highlighted that having a home you can afford is the start for breaking barriers.



Weatherization
 In September, our Weatherization program completed eight homes! Efficient operations by our knowledgeable staff help decrease production costs & extend available funding for services.

Early Childhood Programs

All 15 Head Start classrooms have been busy doing school bus safety drills during September & October. These drills are one of the Head Start Performance Standards that must be completed annually.



Omnichannel Updates

For the past 8 months, NEICAC has been utilizing an Omnichannel platform to increase efficiency of client cases - here's a look at the numbers!

338 Total Cases Entered

67.75% of cases received a referral or a service provided by NEICAC

99 cases were manually created by an NEICAC team member who received an inquiry by phone
 30 cases were manually created by NEICAC team members upon receipt of an email or request from our agency website

209 cases were initiated through engagement with the chat bot on our website

3.15 days: average number of days a case was open (142 cases were open less than 24 hours)

FaDSS

In the first quarter of the FaDSS program year, 52 families were served with an average capacity of 102%.



Of the 8 families that completed the program in the quarter:

- 75% increased their income
- 100% of families with children ages 0-5 were co-enrolled in early childhood programs
- 56% of the visits had other family members other than the head of the household engaged in the visit

It's LIHEAP Season!

Cooler temperatures and fall colors remind us that winter isn't far away! Our LIHEAP program has already processed 1,045 targeted applications by the start of the season!

We will continue to accept applications for households with a member aged 60+ or disabled or that maybe be experiencing a crisis with their heat or electric service. All other households are welcome to apply beginning November 1, 2023 - April 30, 2024.

There are many ways to apply:
 online, in-person, over the phone, email, text, or via chat!

Visit www.neicac.org/liheap, email liheap@neicac.org, or call 563.382.9608