## **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



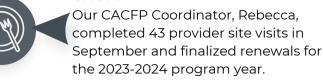
## **Early Childhood Programs**

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.





#### CACFP





#### 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.

# **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