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THOUSAND

In the month of November,
our LIHEAP program
processed 767 applications.
720 of those applications
were approved, totaling over
\$391,000 in assistance!

Transit

Transit welcomed 59 new customers and assisted a total of 460 passengers with their transportation needs.



96%

Getting passengers to and from their destinations on time is important. Of the 5,943 completed trips in November, our drivers had a 96% on time performance rate!

WEATHERIZATION



The record high temps and dry conditions in November were beneficial to the weatherization program, as they completed seven homes. Our WAP department was congratulated by the state for being the 1st to use up all of their infrastructure budget!

FADSS



In November, FaDSS Specialists served 42 families and had 9 families on the waiting list. Specialists had 149 significant interactions with their participants.

Housing



All of our rental housing units are full! Waiting lists are open and we are seeking applications. The housing page on our agency website includes information on all of our housing units, along with resources on area landlords, housing counseling, and more! Check it out here: <https://www.neicac.org/programs/housing/>

Head Start

Head Start staff attended the Head Start Association's annual meeting, awards, networking and training event in Des Moines, where they joined other Head Start leaders, specialists, staff and parents from across the state for a fun-filled day of networking and celebrations!



FOOD PANTRY OPERATIONS

13,000 Pounds of food from food rescue retail agreements and food purchases

5,000 Pounds of food from church groups, individual donors, businesses, school food drives, etc.

14,000 Pounds of food from our pantries went to 224 households - demonstrating use of all pounds donated & purchased in the month of November!

In addition to providing our own pantry services in Cresco, Decorah, and Waverly, Family Services Specialists made over 100 referrals to eight other pantries across our service area.