Iowa Community Action

#AWiseInvestment

Statewide
**ICAA Member Agencies**

We are a network of 17 local Community Action Agencies serving all 99 counties in Iowa. The agencies all embrace a similar mission and together aim to create sustainable opportunities and provide valuable resources for Iowans with a low income. We continue to grow and develop new services to help people realize a greater sense of self-sufficiency. The agencies assist individuals and families in need and build stronger, thriving communities all across Iowa.

**ICAA's Mission & Vision**

ICAA's mission is to be a forceful advocate in support of policies and services that address the needs of individuals and families striving for economic security. Our vision is to be the premier force ensuring those with less achieve more.

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South Central Iowa Community Action Program
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Community Services Block Grant (CSBG)

CSBG is a federal, anti-poverty block grant which funds the operations of a state-administered network consisting of more than 1,000 agencies that create, coordinate and deliver programs and services to Americans with a low income in 99% of the nation’s counties.

- **$4.67**: Average amount leveraged from non-federal sources for every $1 of Iowa CSBG.
- **120,813**: Households served by the Iowa CSBG network.

Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP helps eligible households with a portion of their residential heating costs.

- **80,101**: Households served in Iowa.
- **$470**: Average annual utility payment in Iowa.
- **Priority Populations**
  - 20.3% had a child under 6
  - 34% had an elderly member
  - 52.3% had a disabled member

Weatherization Assistance Program (WAP)

WAP improves a home's energy efficiency as well as the health and safety of people with a low income.

- **$293**: Average first year savings per Iowa household.
- **1,522**: Iowa homes weatherized in FFY 2016.
- **$1.68**: Average amount leveraged from Iowa utility companies for each $1 of DOE funds.
Community Action Agency of Siouxland

County served: Woodbury

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A requirement of CSBG is to conduct a community needs assessment to identify challenges faced by community members. Community Action Agency of Siouxland identified a gap in services for homeless women with children and secured funding through HUD and local funds. Crossroads Shelter began serving the community in 1998 and has served over 770 women and children in the past decade. Participants have experienced barriers such as mental/physical health problems, history of alcohol/substance abuse, and/or domestic violence. Crossroads helps women connect to other services in order for them to become self-sufficient and transition to stable housing.

Who We Serve

95 Veterans

5,614 Families

2.7 Average family size

3,484 Individuals with a disability

% served

44% High School Grads/GED

19% Some Post-Secondary

Household Income Sources

47% Employed

25% Received retirement benefits

227 Received TANF

635 Received Supplemental Security Income (SSI)

FY 2017
Community Action of Eastern Iowa
Counties served: Cedar, Clinton, Muscatine and Scott

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Carrie Lienen lives in Davenport with her children. The children's health is her priority as one of her twins has had significant health issues from very early on in life, including kidney problems and hearing loss. When the WAP crew came to work on Carrie's home, they found that her old furnace was leaking carbon monoxide. Without WAP, Carrie could not afford to replace the furnace, putting her and her children's health at serious risk. Carrie is very appreciative of the security the WAP has brought saying, "I feel a lot safer with the furnace and now I can sleep at night."

Who We Serve

140 Veterans
8,808 Families
2.4 Average family size
5,893 Individuals with a disability

% by age

% served

0-17 42%
18-54 40%
55+ 18%

41% High School Grads/GED
34% Some Post-Secondary

Household Income Sources

47% Employed
37% Received retirement benefits
440 Received TANF
1,826 Received Supplemental Security Income (SSI)

FY 2017
Community Action of Southeast Iowa created a 30 second radio and television commercial in order to **reach Iowans with a limited income in rural southeast Iowa**. The commercial highlighted the LIHEAP program. MediacomCable aired the commercial and it was played as a public service announcement by local radio stations. The commercial also ran at the local theater in Burlington before every movie. This was a highly successful outreach activity, ensuring that Iowans with a limited income knew about the program and how it could help.

### Who We Serve

- **Veterans**: 479
- **Families**: 6,475
- **Individuals with a disability**: 2,898
- **Average family size**: 2.4
- **53% High School Grads/GED**
- **29% Some Post-Secondary**

### Household Income Sources

- **Employed**: 46%
- **Received retirement benefits**: 39%
- **Received TANF**: 331
- **Received Supplemental Security Income (SSI)**: 1,113

**FY 2017**
Hawkeye Area Community Action Program

Counties served: Benton, Iowa, Linn, Johnson, Jones and Washington

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Chris and Donna are residents of Cedar Rapids and relocated to the area when they retired in order to be closer to their daughter. They are both physically disabled and unable to work and they must rely on social security and Chris' retirement for income. Through the process of buying a modest home, relocating, and making necessary repairs, their savings account dwindled. They visited HACAP and were eligible for assistance through LIHEAP and WAP. LIHEAP helped by freeing up some income to be put towards other necessities and the energy efficiency measures installed through WAP lowers their monthly utility payments. Both of these programs will help Chris and Donna as they budget for their future.

Who We Serve

276 Veterans

17,966 Families

2.8 Average family size

6,519 Individuals with a disability

% by age

18-54 39%

0-17 51%

55+ 10%

38% High School Grads/GED

30% Some Post-Secondary

Household Income Sources

20% Employed

20% Received retirement benefits

473 Received TANF

1,649 Received Supplemental Security Income (SSI)

FY 2017
Dominique Francis is a resident of Des Moines. She first connected with IMPACT Community Action Partnership after an illness left her unable to work for three months, which resulted in her losing her job. Dominique tried starting her own business but continued to struggle financially. IMPACT Community Action Partnership worked with Dominique and her experience was nothing short of stellar as she said, "IMPACT was awesome!" Dominique qualified for LIHEAP, assisting her in heating her home in the winter as she continued to work towards self-sufficiency.

Who We Serve

- **1,094** Veterans
- **17,309** Families
- **7,813** Individuals with a disability

% by age

- 0-17: 41%
- 18-54: 42%
- 55+: 17%

48% High School Grads/GED

31% Some Post-Secondary

Household Income Sources

- **44%** Employed
- **38%** Received retirement benefits
- **593** Received TANF
- **2,354** Received Supplemental Security Income (SSI)

County served: Boone, Jasper, Marion, Polk and Warren
MATURA Action Corporation

Counties served: Adair, Adams, Madison, Ringgold, Taylor and Union

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Kathy Reid is a resident of Bedford in Taylor County. After Kathy lost her job, her husband became the only financial support for their family. When their situation became more difficult Kathy turned to MATURA Action Corporation. MATURA was able to help her family through LIHEAP. Kathy and her family were very grateful for assistance as help with the utility payment allowed them to focus on securing food, "Sometimes it's hard [to afford] food. We struggle for food" says Kathy.

Who We Serve

- **338** Veterans
- **3,444** Families
- **2.6** Average family size
- **1,275** Individuals with a disability

% by age:
- 18-54: 52%
- 55+: 14%
- 0-17: 34%

% served

- Up to 50% FPL: 40%
- 51% - 100% FPL: 30%
- 101% - 200% FPL: 20%

Household Income Sources

- **52%** Employed
- **39%** Received retirement benefits
- **82** Received TANF
- **367** Received Supplemental Security Income (SSI)

FY 2017
Bobcat University, formerly called Rogers University, is an intensive summer learning program within the Marshalltown Community School District coordinated by Mid-Iowa Community Action (MICA) that aims to **bridge the summer learning gap**, particularly for low to moderate-income students. The program has resulted in a **20% increase in third-grade reading scores** at Rogers Elementary over the past 6 years. The program will now be offered to all elementary schools in the school district in the summer of 2018. The program works with numerous community partners to provide additional enrichment activities to the children as well. MICA utilizes CSBG dollars to fund a portion of the program.

**Who We Serve**

- **206** Veterans
- **8,631** Families
- **3,771** Individuals with a disability
- **44%** High School Grads/GED
- **36%** Some Post-Secondary

**Household Income Sources**

- **40%** Employed
- **24%** Received retirement benefits
- **195** Received TANF
- **1,029** Received Supplemental Security Income (SSI)

**FY 2017**
Mid-Sioux Opportunity, Inc.

Counties served: Cherokee, Ida, Lyon, Plymouth and Sioux

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Dawn is a loving mother of three and was a nurse until she pulled the tendons in her knee and cracked her knee cap. Due to seven months of bed rest Dawn lost her job. Dawn wishes she could work, “I have a degree. [Not working] doesn't mean that I’m not trying to work. I would love to [work] but I can't.” When Dawn went to Mid-Sioux Opportunity for help she was connected to other resources including a program that helped her acquire a car as well as utility assistance through LIHEAP.

Who We Serve

189 Veterans
3,204 Families
2.7 Average family size
921 Individuals with a disability

% by age
- 18-54: 40%
- 55+: 14%
- 0-17: 46%

% served

58% High School Grads/GED
29% Some Post-Secondary

Household Income Sources

54% Employed
35% Received retirement benefits
43 Received TANF
164 Received Supplemental Security Income (SSI)
New Opportunities, Inc.

Counties served: Audubon, Calhoun, Carroll, Dallas, Greene, Guthrie and Sac

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Annie is a resident of Carroll who cannot work due to vaccine-related polio. Although she says she "hates being disabled" she strives to find joy in life. When Annie's furnace went out she called New Opportunities and was connected with the WAP. Through WAP she was able to secure a new furnace, water heater, and much needed insulation that has drastically decreased her energy bills. She couldn't be more grateful: "This program is awesome...they were very nice and very considerate. They worked around my schedule and around my disability. I couldn't have asked for anything more. I am so grateful to New Opportunities for everything they did!"

Who We Serve

- 294 Veterans
- 4,083 Families
- 2.4 Average family size
- 1,910 Individuals with a disability

% by age

- 0-17: 39%
- 18-54: 39%
- 55+: 21%

% served

- 55% High School Grads/GED
- 29% Some Post-Secondary

Household Income Sources

- 46% Employed
- 45% Received retirement benefits
- 93 Received TANF
- 717 Received Supplemental Security Income (SSI)

FY 2017
North Iowa Community Action Organization

Counties served: Butler, Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago and Worth

#AWiseInvestment

North Iowa Community Action Organization teamed up with local partners to address a barrier in their service area - transportation. The Wheels for Work program helps local families in need by providing reliable vehicles and financial literacy. One participant, Tomica, used to spend at least $10 a day on public transit to get to work. Now she has a reliable vehicle to get to work and her children's school activities. Vehicles are donated by a local motor company and program funding comes from various local sources. A family may be referred to Wheels for Work by an Outreach program, which is funded through CSBG.

Who We Serve

- 377 Veterans
- 4,429 Families
- 2,454 Individuals with a disability
- 59% High School Grads/GED
- 31% Some Post-Secondary

Household Income Sources

- 43% Employed
- 57% Received retirement benefits
- 144 Received TANF
- 649 Received Supplemental Security Income (SSI)

FY 2017
Sheila Bennett is a resident of Fredericksburg in Chickasaw County. When a rise in the price of gas coincided with a cut in her hours at work, the cost of transportation was becoming a challenge. Sheila works with individuals with special needs and she requires reliable transportation to see her clients. She visited Northeast Iowa Community Action Corporation and qualified for LIHEAP. She received assistance in paying a portion of her home energy bill, which then allowed her enough in her budget to buy gas and continue working. Thanks to LIHEAP, Sheila continued earning a paycheck doing the work she loves.
Doris is a resident of Dubuque living alone in an older home. When she was **struggling to pay for food and heat**, Doris went to Operation: New View Community Action Agency and applied for **LIHEAP**. LIHEAP paid a portion of her utility payment, which allowed her to afford other necessities like food. She also qualified for **WAP** and received energy efficiency upgrades to her home that help to reduce her annual energy costs and improve the health and safety of her home.
Operation Threshold
County served: Blackhawk, Buchanan and Grundy

#AWiseInvestment

Sharon lives with her husband and children in Operation Threshold's service area. When she was using **multiple air conditioners in the summertime and it was still too hot** inside her home, Sharon visited Operation Threshold. WAP was able to help Sharon and her family by installing much needed **insulation, a new water heater and furnace**. The WAP crew also found that the electrical wiring in Sharon's home was **old and dangerous** so the wiring was updated. As a first time homeowner, Sharon was extremely relieved and grateful for Operation Threshold and the WAP saying, "I just feel so blessed."

Who We Serve

- **47 Veterans**
- **6,483 Families**
- **2.4 Average family size**
- **3,473 Individuals with a disability**

% by age

- 0-17: 40%
- 18-54: 42%
- 55+: 18%

% served

- Up to 50% FPL: 40%
- 51% - 100% FPL: 30%
- 101% - 200% FPL: 20%

Household Income Sources

- **35%** Employed
- **35%** Received retirement benefits
- **333** Received TANF
- **1,450** Received Supplemental Security Income (SSI)

FY 2017
Sieda Community Action

Counties served: Appanoose, Davis, Jefferson, Keokuk, Mahaska, Van Buren and Wapello

#AWiseInvestment

Sieda Community Action works in collaboration with Behavioral Health and Treatment services to implement a Family Treatment Court initiative to address parental substance misuse. This initiative seeks to bring about recovery and keep families together. Over 400 families have been served by this program, which has led to a significant decrease in termination of parental rights and faster reunification of children with their parents. This is all because the Family Treatment Court has assisted parents in entering treatment more. Programs like this, and the organizations that facilitate them, are especially vital during times like the current opioid crisis when there is a great need for substance misuse treatment.

Who We Serve

165 Veterans
6,748 Families
2.3 Average family size
3,909 Individuals with a disability

% by age

55+ 23%
18-54 42%
0-17 35%

55% High School Grads/GED
21% Some Post-Secondary

% served

Up to 50% FPL
51% - 100% FPL
101% - 200% FPL

36% Employed
46% Received retirement benefits
264 Received TANF
1,221 Received Supplemental Security Income (SSI)

FY 2017
South Central Iowa Community Action Program

Counties served: Clarke, Decatur, Lucas, Monroe and Wayne

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Jean is a resident of Davis City in Decatur County and cares for her three grandchildren. She had to quit her job in order to care for her husband, who later passed away. Without a job and with young children to care for, she was not sure how she would be able to provide for her grandchildren. Jean was eligible for WAP. She said, "It was a hard winter. I had to replace the windows and roof of our house, but I couldn't afford to do anything else." After her home received WAP services, they went from using three tanks of propane every winter to one. Jean and her grandchildren are safer, warmer, and can afford other basic necessities thanks to WAP.

Who We Serve

- **Veterans**: 172
- **Families**: 2,065
- **Individuals with a disability**: 742
- **Average family size**: 2.3
- **% by age**:
  - 0-17: 35%
  - 18-54: 38%
  - 55+: 27%
- **High School Grad/GED**:
  - 68%
- **Some Post-Secondary**:
  - 18%

Household Income Sources

- **Employed**: 39%
- **Received retirement benefits**: 54%
- **Received TANF**: 56%
- **Received Supplemental Security Income (SSI)**: 327

FY 2017
# AWiseInvestment

In 2016, Upper Des Moines Opportunity, in connection with the Family Development and Self-Sufficiency (FaDSS) program, started the **Self-Sufficiency Advocate for Individual Life Skills (SAIL)** program. SAIL works with families that are at or below 125% of the Federal Poverty Level (FPL) and do not qualify for the FaDSS program but wish to improve their well being. Family Support Coordinators work with individuals and families to set and work toward achieving their **goals**, whether to help with budgeting, enrolling in the local community college or help with a resume for a job. The SAIL program is **funded using CSBG dollars**. Of the 81 families served in its first year, 51 exited SAIL fully **self-sufficient**.

## Who We Serve

- **117 Veterans**
- **7,914 Families**
- **3,342 Individuals with a disability**

## Household Income Sources

- **38%** Employed
- **50%** High School Grads/GED
- **37%** Received retirement benefits
- **224** Received TANF
- **1,145** Received Supplemental Security Income (SSI)

FY 2017
West Central Community Action

Counties served: Cass, Crawford, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie and Shelby

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Stacy Rhodes is a loving wife and mother of two children. She resides in Irwin in Shelby County. Stacy has a multitude of health concerns and she is legally blind and has hearing impairment. Her family relies on Supplemental Security Income (SSI) to help pay their bills. As their rent continued to increase, Stacy was able to purchase a home with help from a rural low-income housing program. However, the home they moved into was not energy efficient. "Our house was not insulated very well so we called [West Central Community Action] and found out about the Weatherization Assistance Program." Stacy and her family were grateful that WAP helped [remove] some of our financial burdens.

Who We Serve

624 Veterans
7,358 Families
2.5 Average family size
3,646 Individuals with a disability

% by age

55+ 20%
0-17 39%
18-54 41%

56% High School Grads/GED
27% Some Post-Secondary

Household Income Sources

43% Employed
45% Received retirement benefits
282 Received TANF
1,114 Received Supplemental Security Income (SSI)

FY 2017