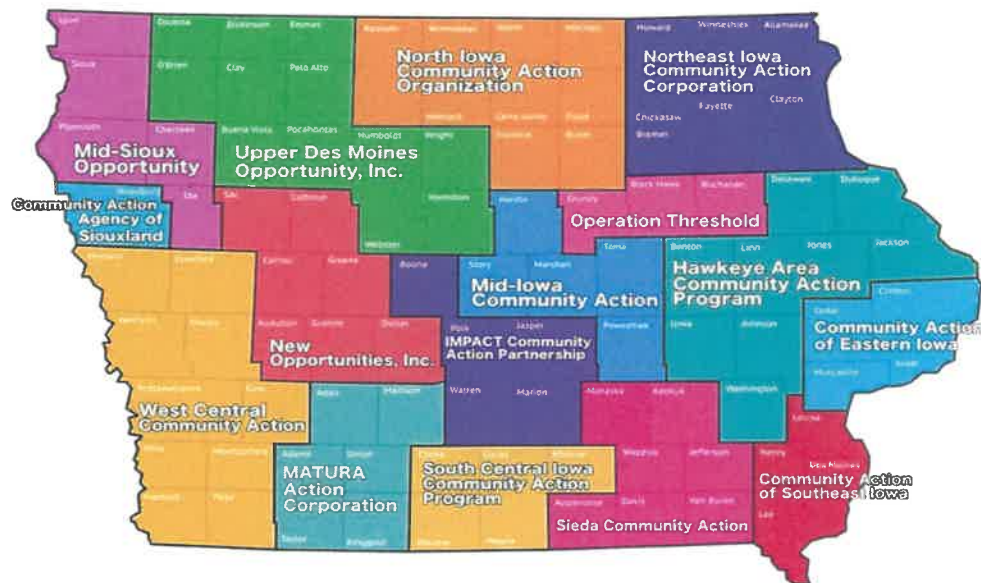


## ICAA Member Agencies (Iowa Community Action Association)

We are comprised of 16 agencies serving all 99 counties in Iowa. Our member agencies all embrace a similar mission—together, we continuously aim to create sustainable opportunities and provide valuable resources for Iowans. Today, we continue to grow our mission, develop new services and help people to realize a greater sense of self sufficiency. Our agencies are here to help individuals and families in need. Most of all, our agencies are here to serve you and help build stronger, thriving communities all across Iowa.

## Iowa Community Action Agencies



### Iowa Community Action Association (ICAA) Mission, Vision & Shared Values and Beliefs

**Mission:** To advocate for policies and services that benefit those striving for economic security.

**Vision:** Iowa Community Action is the premier force ensuring those with less achieve more.

#### Shared Values and Beliefs:

- *Community Action is committed to serve the best interests of the poor, thereby serving the best interests of everyone.*
- *All people can learn and increase their skills and knowledge.*
- *People and communities can change.*
- *Every person and every community has endless potential.*
- *Community Action staff are compassionate and skilled professional*

## *Head Start*



Currently, our office is closed for in-person appointments. For more information on programs or if you need assistance you can call our office at 712-274-1610.

Applications are also accepted online for Emergency Services, LIHEAP and Head Start/Early Head Start. Those applications can be found on our website at [www.caasiouxland.org](http://www.caasiouxland.org).

## *Welcome Home*



## *Food Assistance*



2700 Leech Avenue  
Sioux City, IA 51106  
712-274-1610  
Fax: 712-274-0368  
800-352-3725  
[www.caasiouxland.org](http://www.caasiouxland.org)



*Dedicated to building partnerships, strengthening families and alleviating the conditions and causes of poverty.*



## Community Action Agency of Siouxland

Community Action Agency of Siouxland has been helping people, changing lives since its incorporation in 1971. Although our programs have changed, our goal is to help provide the tools necessary for low-income individuals and families to become self-sufficient.

Many of our programs are income based. We serve individuals and families primarily in Woodbury County, while some programs serve additional counties.

Community Action Agencies were first formed in the 1960s as part of President Lyndon Johnson's war on poverty. Today, there are approximately 1,000 Community Action Agencies across the nation, with 16 located in Iowa. The Community Action Agency of Siouxland relies on donations, local, state and federal grants, employs approximately 150 and is governed by a tripartite Board of Directors.



### **Angel Cars**

Angel Cars is a collaborative initiative to refurbish and distribute donated vehicles for the purpose of empowering single parents that are lacking accessible transportation by giving them ownership of their own vehicles.

### **Child and Adult Care Food Program**

The Child and Adult Care Food Program (CACFP) provides reimbursements for healthy meals and snacks to registered child care providers who also attend regular nutrition education. Funding for this program comes from the U.S. Department of Agriculture. Counties served by CACFP include: Cherokee, Ida, Plymouth and Woodbury.

### **Child Care Nurse Consultant**

Our Child Care Nurse Consultant (CCNC) provides on-site consultation, training, and support to community-based child care businesses in both Woodbury and Ida counties. Our consultant promotes safe and healthy child care environments for all children, including children with special health or developmental needs. Our CCNC also works with programs to improve the quality of care they provide by helping them in the Quality Rating System to ensure all best practice health and safety measures are met.

### **Early Childhood Education**

We provide comprehensive, research-based early childhood services to children in Head Start (HS) and Early Head Start (EHS). In our 21 classrooms in Sioux City, the HS program serves children age three until they are age-eligible for Kindergarten. Our EHS program has 8 classrooms, along with a home visitation program, that serves pregnant women and children birth to three.

## Community Action Agency of Siouxland Programs

### **Emergency Assistance**

Our Community Services Department is our first point of contact for people who come to us for help. We provide rental, utility and other crisis services as our income eligibility guidelines and funding allow.

### **Family Development Self-Sufficiency**

The Family Development and Self-Sufficiency Program (FaDSS) helps families become self-sufficient. FaDSS Specialists help families identify situations that promote success, set goals to reach self-sufficiency and to identify resources to overcome barriers.

### **Food Bank**

The George J. Williams Memorial Food Bank serves families in crisis by providing nutritious food to Woodbury County residents. Our Food Bank is open Monday - Friday, 8:30 a.m. to 5:00 p.m.

### **Low-Income Home Energy Assistance**

LIIHEAP pays a portion of a family's heating bill for the winter season. Applications are taken between November 1 and April 30. Assistance is based on several factors, including total household income and size, dwelling type, heating fuel type, among others.

### **Weatherization**

This program works closely with LIIHEAP to help families decrease their home's energy consumption. This helps make homes more energy efficient and the results are lower utility bills, increased comfort and a healthier, safer home. Counties served include: Woodbury and Monona.

### **Welcome Home**

Welcome Home combines transitional housing and outreach services to provide short-term shelter to homeless families. We work with each family to obtain permanent housing and self-sufficiency.



2700 Leech Avenue  
Sioux City, Iowa 51106

712-274-1610 or 800-352-3725

To schedule an appointment:  
Ext. 220

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



2700 Leech Ave.  
Sioux City, IA 51106  
(712) 274-1610  
1-800-352-3725  
[www.caasiouxland.org](http://www.caasiouxland.org)

**Programs**

- Angel Cars
- Child & Adult Care Food Program
- Child Care Nurse Consultant
- Early Childhood (0-5)
- Emergency Assistance
- Energy Assistance (LIHEAP) (200%)
- Family Development
- General Assistance (100%)
- George J. Williams Memorial Food Bank
- Head Start /Early Head Start (100%)
- Shared Visions (130%)
- Weatherization (200%)
- Welcome Home

**2022 Federal Poverty Guidelines**

Family Size	100%	125%	130%	150%	175%	200%
1	\$ 13,590	\$ 16,988	\$ 17,667	\$ 20,385	\$ 23,783	\$ 27,180
2	\$ 18,310	\$ 22,888	\$ 23,803	\$ 27,465	\$ 32,043	\$ 36,620
3	\$ 23,030	\$ 28,788	\$ 29,939	\$ 34,545	\$ 40,309	\$ 46,060
4	\$ 27,750	\$ 34,688	\$ 36,075	\$ 41,625	\$ 48,563	\$ 55,500
5	\$ 32,470	\$ 40,588	\$ 42,211	\$ 48,703	\$ 56,823	\$ 64,940
6	\$ 37,190	\$ 46,488	\$ 48,347	\$ 55,785	\$ 65,083	\$ 74,380
7	\$ 41,910	\$ 52,388	\$ 54,483	\$ 62,865	\$ 73,343	\$ 83,820
8	\$ 46,630	\$ 58,288	\$ 60,619	\$ 69,945	\$ 81,603	\$ 93,260
*	\$ 4,720	\$ 5,900	\$ 6,136	\$ 7,080	\$ 8,260	\$ 9,440

\*For family units over 8, add the amount shown for each additional member.  
Federal Poverty Guidelines updated periodically in the Federal Register by the U.S. Dept. of Health and Human Services effective on January 21, 2022. Information is obtained from the United States Census Bureau to be used for public programs.

## COMMUNITY ACTION OF EASTERN IOWA

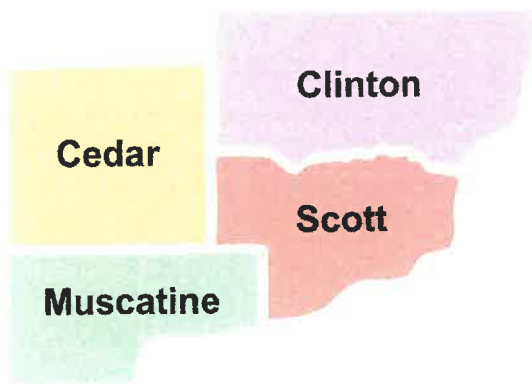
500 E. 59<sup>TH</sup> Street

Davenport, IA 52807

563-324-3236

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

### **SATELLITE OFFICES:**



[Head Start](#)

[Family Support](#)

[Finding Child Care](#)

[Child Care Providers](#)

[Utility Bill Assistance](#)

[Food and Diapers](#)

[Family Development](#)

[Air Conditioners and Fans](#)

[Weatherization of Homes](#)

[Furnace Repair](#)

# Locations

## Linn County

Corporate Office  
(319) 393-7811  
Hayes Head Start  
(319) 363-6183

## Horizons Head Start

(319) 364-2438

## Inn Circle

(319) 366-0776

## Jane Boyd Head Start

(319) 366-0431 Ext. 204

## Marion Office

(319) 447-5816

## LCPH WIC Clinic

(319) 892-6024

## Olivet Head Start

(319) 221-1484

## Urban Office

(319) 366-7632

## Benton County

### North Benton Center

(319) 472-4761

### Belle Plaine Senior Dining

(319) 444-4762

## Washington County

### Old Main Center

(319) 653-7275

### Orchard Hill Head Start

(319) 653-7275

## Jackson County

### Jackson County Office

(563) 652-3814

## Delaware County

### Delaware County Center

(563) 927-4629

### Earlville Head Start

(563) 923-3225

### Manchester Head Start

(563) 927-3515 ext. 146

## Johnson County

### Bloomington Head Start

(319) 339-0632

### Coral Ridge Head Start

(319) 351-1214

### Faith UCC Head Start

(319) 338-7976

### Waterfront Center

(319) 337-5765

### Affordable Housing Office

(319) 337-5765

## Jones County

### Jones County Head Start

(319) 462-4343

### Jones County Service Site

(319) 462-4343

## Dubuque County

### Dubuque County Center

(563) 556-5130

### Dyersville Head Start

(563) 348-5200

### Engine House Head Start

(563) 348-5202

### Epworth Head Start

(563) 348-5203

### New View Head Start

(563) 348-5205

### Prescott Head Start

(563) 552-4238

### Westminster Head Start

(563) 348-5207

### Westside Head Start

# Mission

Helping people develop skills to become successful and build strong communities

# Vision

A thriving community where all people have the opportunities for success

# Guiding Principles

We are innovative

We are partners

We are responsive

We are leaders

We have integrity

We are HACAP

# Contact Us

Hawkeye Area Community Action Program, Inc.

1515 Hawkeye Drive

Hiawatha, IA 52233

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

[info@hacap.org](mailto:info@hacap.org)



An Equal Opportunity Agency • A United Way Member Agency



Hawkeye Area Community Action Program, Inc.



Who We Are Programs & Services



# Health & Nutrition

## Food Reservoir

Channels donated products to area soup kitchens, pantries, senior and daycare centers, and other nonprofits that feed the needy

## Family & Community Health Alliance

Meets health and nutritional needs during critical times of developmental growth by providing a variety of services for maternal, infant and child health

## Rural Senior Services

Offers nutritious dining services in Benton County that are targeted towards seniors, although anyone can participate

# Energy Conservation

## Weatherization

Works to reduce personal utility costs by improving the housing stock of low-income individuals and families on fixed-incomes and children living in low-wage households

## Housing Stabilization

Provide secure households to people living on fixed incomes. From energy assistance, heat assistance, and help paying utility bills, we work to reduce personal costs

# Homelessness

## Affordable Housing

Provides affordable housing for low-income families with children while managing a number of apartments and single-family dwellings for low-income families with children in the East Central Iowa area

## Homeless Children's Trust

Dedicated to assisting children whose families are homeless and/or currently living in transitional housing by providing funds for emergency needs such as clothing and health care

# Veteran Support

## Operation Home

Works to improve the housing stability of homeless Veterans and their families. In addition to stable housing, Veterans are eligible to receive case management services, connections to Veteran and mainstream benefits, and temporary financial assistance



# Children

## Head Start/Early Head Start

Comprehensive early childhood development programs that serve children from birth to age 5, pregnant women, and their families

## Paces to Quality

Assists home and center-based child care providers in Linn County through professional development, home visits, equipment grants, national accreditation support

## CACFP

Offers financial reimbursement to providers serving nutritious meals to children in their care



**MID-IOWA COMMUNITY ACTION**

<https://www.micaonline.org>

**Hardin County:** 637 S. Oak Street in Iowa Falls. Call: 641-648-5036

Food Pantry

Head Start

Early Head Start

WIC, MCAH (until new year)

FaDSS

Connection to community resources that may include help with rent etc.





**Administrative Office**

418 S. Marion St.  
 Remsen, IA 51050  
 800.859.2025 \* 712.786.2001  
 Fax: 712.786.3250  
[www.midsioux.org](http://www.midsioux.org)  
 Hearing Impaired call 711

**OUTREACH OFFICES**

Cherokee County

921 S. 2nd St.  
 Cherokee, IA 51012  
 712.225.3322

Mon. Wed. & Fri., 8am-4:30pm

Ida County

Court House—401 Moorehead  
 Ida Grove, IA 51445  
 712.364.2175  
 Thurs. 9am-4pm

Lyon County

302 S. Lincoln  
 Rock Rapids, IA 51246  
 712.472.3746  
 Wed. 9am-4pm

Plymouth County

180 10th St. SE Box 1  
 Le Mars, IA 51031  
 712.546.6603  
 Tues. Thurs. 9am-4pm

Sioux County

618 14th St. NE, Suite 10  
 Sioux Center, IA 51250  
 712.722.3611

Mon. Tues. Thurs. & Fri., 8am-4:30pm



**2021 INCOME ELIGIBILITY CHART**

Gross Income	Family Size	For Each Additional Family Member	Effective 2/1/21
100%	1	\$12,880	\$9,080
	2	\$17,420	\$8,399
	3	\$21,960	
	4	\$26,500	
	5	\$31,040	
	6	\$35,580	
	7	\$40,120	
	8	\$44,660	
130%		\$16,744	\$7,945
		\$22,646	
		\$28,548	
		\$34,450	
		\$40,352	
		\$46,254	
		\$52,156	
		\$58,058	
133%		\$17,130	\$6,038
		\$23,169	
		\$29,207	
		\$35,245	
		\$41,283	
		\$47,321	
		\$53,360	
		\$59,398	
175%		\$22,540	\$7,945
		\$30,485	
		\$38,430	
		\$46,375	
		\$54,320	
		\$62,265	
		\$70,210	
		\$78,155	
185%		\$23,828	\$8,399
		\$32,227	
		\$40,626	
		\$49,025	
		\$57,424	
		\$65,823	
		\$74,222	
		\$82,621	
200%		\$25,760	\$9,080
		\$34,840	
		\$43,920	
		\$53,000	
		\$62,080	
		\$71,160	
		\$80,240	
		\$89,320	

An Equal Opportunity Employer

## Children & Families

CCR&R provides resources, education and advocacy to support quality child care.



FaDSS is a voluntary program that provides in-home support to families in order for them to gain independence from public assistance.



FaDSS

Head Start is a FREE preschool for children ages 3 & 4. It provides children with activities that help them grow mentally, socially, emotionally & physically.



Early Head Start is a FREE federally funded program designed to serve expectant families and families with children birth to three.



Child Development Center offers FREE child development program similar to Head Start for children ages 3-4 in Hawarden.



Find us on  
**Facebook**

## Community Services

### Outreach Services

**Application Center** for Mid-Sioux Programs.

**Information Center** for referrals to other community services.

**Emergency Food Pantries** provide a 3 day supply of food and household products. Available in Sioux & Cherokee counties only.

**Food for Life** provides packages of frozen meat donated by local livestock producers.

**Holiday Food** provides special meals during the holiday season.

**Holiday Families** provides assistance to families with Christmas gifts. **Back-to-School** provides assistance to families with school supplies.

**All services listed are not available at each location.**

**All services are income-based.**

**Please contact your local Outreach office for more information.**



To learn more about Mid-Sioux's programs, visit our website at:

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

## Health & Nutrition

**Women, Infants & Children** is a Special Supplemental Nutrition Program for women, infants, and children under the age of 5. WIC helps families by providing healthy foods, nutrition education, and referrals to other health care agencies.



**Child Health Program** provides financial assistance for uninsured or under-insured children needing medical & dental care.

**Maternal Health** encourages early, regular & comprehensive prenatal health care to improve the chances of having a healthy baby.



**Hawki** is a program for uninsured children that provides no-cost or low-cost health care coverage to children in working families.



**I-Smile** is designed to ensure dental access to all children regardless of insurance coverage.



## Energy Services

**Crisis Funds** pay a portion of rent, utilities, food & other bills to help families out in a crisis situation.

**Low-Income Home Energy Assistance** assists families with heating costs by paying a portion of their utility bill. It is not intended to pay a household's total energy costs.



**Weatherization** makes energy efficient repairs to homes by providing comfort while saving on utility costs.





Contact us at: [www.newopp.org](http://www.newopp.org) or 712-792-9266

Serving Audubon, Calhoun, Carroll, Dallas, Greene, Guthrie & Sac Counties

# Helping People

## Current Programs offered:

### Education

#### Health Services

- 1st Five Healthy Mental Development Initiative
- Adolescent Pregnancy Prevention Program
- Breastfeeding Peer Counseling
- Child & Adolescent Health Program
- Childhood Lead Poisoning Prevention
- hawk-i
- I-Smile
- I-Smile @ School
- Maternal Health
- Men & Women's Health
- Sexual Risk Avoidance Education Program (SRAE)
- Women, Infants & Children (WIC) Program

#### Weatherization

### Assistance

#### County Outreach Centers

- BackPack Food Program
- Back to School Supplies
- Christmas Toys
- Clothing
- Community Gardens
- Disaster Case Management & Iowa Individual Assistance Grant Program
- Family Development and Self-Sufficiency Program (FaDSS)
- Financial Literacy Education
- Food Pantry
- LIHEAP (heat assistance)
- LIHWAP (water assistance)
- Holiday Food Baskets
- Mobile Food Pantry
- Utility Crisis Assistance

### Service

### Support

#### Prevention Services

- Drug Free Workplace Training
- Financial Literacy Counseling
- Integrated Provider Network
- Juvenile Alcohol & Drug Education (JADE)
- Life Skills
- Love and Logic ® Trained Facilitator
- OWI Education (12 hour)
- Prime For Life
- Random and Pre-employment Drug Testing
- Tobacco Cessation
- Tobacco Use Prevention and Control Problem Gambling Prevention
- Mentoring Programs
- Audubon County Mentoring
- Carroll County Mentoring
- Greene County Mentoring
- Guthrie County Mentoring
- Sac County Mentoring

# Changing Lives

Updated 04/20/2022

"This institution is an equal opportunity provider."

# Iowa Department of Public Health's Emergency COVID-19 Project Mental Health and Substance Use Disorder Treatment Programs Contacts for Project Referrals

## IDPH Grant Management:

Jennifer Robertson-Hill at  
515.214.3998 or  
[jennifer.robertson-hill@idph.iowa.gov](mailto:jennifer.robertson-hill@idph.iowa.gov)

## Warm Line (Peer Support)

1.844.775.9276  
Abbe Mental Health Center  
Abbe MHC Office 319.393.3562  
[www.abbehealth.org](http://www.abbehealth.org)

## Crisis Intervention Line

[YourLifelowa.org](http://YourLifelowa.org)  
Call: 855.581.8111, Text: 855.895.8398

## Mental Health & Substance Use Disorder Treatment:

### Ames

#### Youth and Shelter Services

Jill Hill at 515.233.2250 or  
[jhill@yss.org](mailto:jhill@yss.org)

### Atlantic

#### Zion Recovery Services

712.243.5091, [zioniowa.org](http://zioniowa.org)  
Crisis Line Number: 844.428.3818  
Erin Juhl at [ejuhl@zioniowa.org](mailto:ejuhl@zioniowa.org)  
Megan Brix at [mbrix@zioniowa.org](mailto:mbrix@zioniowa.org)

### Carroll

#### New Opportunities, Inc.

Laurie Anderson at 712.792.9266 or  
[landerson@newopp.org](mailto:landerson@newopp.org)

### Cedar Rapids

#### Area Substance Abuse Council

Cassandra Collins at 319.390.4611 or  
[info@asac.us](mailto:info@asac.us)

### Chariton

#### Infinity Health

Daniell Peterson at 641.774.8484 or  
[daniell.peterson@weareinfinityhealth.org](mailto:daniell.peterson@weareinfinityhealth.org)

### Davenport

#### Center for Alcohol and Drug Services

Brooke Brown at 563.322.2667 or  
[cadstreatment@unitypoint.org](mailto:cadstreatment@unitypoint.org)

### Des Moines and Iowa City

#### Prelude Behavioral Services

515.262.0349, 319.351.4357  
[www.preludeiowa.org](http://www.preludeiowa.org)  
Wes Starlin at [wstarlin@preludeiowa.org](mailto:wstarlin@preludeiowa.org)  
Referrals from F2 at  
[yli-referrals@preludeiowa.org](mailto:yli-referrals@preludeiowa.org)

### Fort Dodge

#### Community & Family Resources

515.576.7261, [www.cfrhelps.org](http://www.cfrhelps.org)  
Andrea Jondle at [andreaaj@cfrhelps.org](mailto:andreaaj@cfrhelps.org)  
Andrea Ortner at [andreao@cfrhelps.org](mailto:andreao@cfrhelps.org)  
Carrie Cook at [carriec@cfrhelps.org](mailto:carriec@cfrhelps.org)

### Osceola

#### Crossroads Behavioral Health Services

Bre Leymaster at 641.342.4888 or  
[bleymaster@crossroadsbhs.org](mailto:bleymaster@crossroadsbhs.org)

### Ottumwa

#### Sieda Behavioral Health and Treatment Services

Bethany Canny at 641.683.6747 or  
[bcanny@sieda.org](mailto:bcanny@sieda.org)

### Sioux City

#### Rosecrance Jackson Center

712.234.2300,  
Beth Dahl at 800.472.9018 or  
[bdahl@rosecrance.org](mailto:bdahl@rosecrance.org)

### Spencer

#### Seasons Center for Behavioral Health

800.242.5101 x1096  
<https://seasonscenter.org>  
Sarah Heinrichs at 712.363.5226 or  
[sheinrichs@seasonscenter.org](mailto:sheinrichs@seasonscenter.org)

### Waterloo

#### Pathways Behavioral Services

Erin Turner at 319.334.6163 or  
[erin.turner@pathwaysb.org](mailto:erin.turner@pathwaysb.org)

### West Des Moines

#### UCS Healthcare

[www.ucsonline.org](http://www.ucsonline.org)  
Julie Spicer at 515.280.4919 or  
[juliespicer@ucsdsm.org](mailto:juliespicer@ucsdsm.org)

## Mental Health Only:

### Davenport

#### Vera French Mental Health

Julie Zogg at 563.888.6244 or  
[zoggj@verafrenchmhc.org](mailto:zoggj@verafrenchmhc.org)

### Harlan

#### Myrtue Behavioral Health

Katie Sandquist at 712.755.5056 or  
[katie.sandquist@myrtuemedical.org](mailto:katie.sandquist@myrtuemedical.org)

### Sioux City

#### Siouxland Mental Health Center

NancyThieman at 712.252.3871 or  
[nthieman@siouxlandmentalhealth.com](mailto:nthieman@siouxlandmentalhealth.com)



April 2022

Sponsored by the Iowa Department of Public Health. Funding provided by the Emergency COVID-19 grant, a Substance Abuse Mental Health Administration Grant (CFDA 93.665).



IOWA  
DEPARTMENT  
OF PUBLIC  
HEALTH  
[www.yourlifeiowa.org](http://www.yourlifeiowa.org)



### CENTRAL OFFICE

North Iowa Community Action Organization  
218 5th St SW, Suite 101  
P.O. Box 1627  
Mason City, IA 50401  
(641) 423-8993

### HEAD START

Head Start Administration  
218 5th Street SW, Suite 102  
PO Box 1627  
Mason City IA 50401  
(641) 494-1891  
(866) 836-3124

### HEALTH SERVICES

Family Health Center  
100 1st St NW Suite 200  
Mason City, IA 50401  
(641) 423-5044  
(800) 657-5856

### FAMILY RESOURCE CENTER

Individual and Family Services  
100 1st St NW Suite 140  
PO Box 1627  
Mason City, Iowa 50401  
(641) 423-7766  
(800) 873-1899  
Text 641-530-5428

### OUTREACH OFFICE MAILING ADDRESSES

*Mailing Address for all applications:*

NICAO  
PO Box 1627  
Mason City, Iowa 50401

### OUTREACH OFFICE LOCATIONS

*(Please call for office days and hours)*

#### **Butler County Outreach**

(319) 278-4606 or (800) 873-1899  
219 N. Mather  
P.O. Box 187  
Clarksville, Iowa 50619

#### **Cerro Gordo Outreach**

(641) 423-7766 or (800) 873-1899  
100 1st St NW Suite 140  
Mason City, Iowa 50401

#### **Franklin County Outreach**

(641) 456-3431 or (800) 873-1899  
123 1st Ave SW  
P.O. Box 384  
Hampton, Iowa 50441

#### **Floyd County Outreach**

(641) 228-2893 or (800) 873-1899  
404 North Jackson.  
P.O. Box 473  
Charles City, IA 50616

#### **Hancock County Outreach**

(800) 873-1899 or 641-585-5663

#### **Kossuth County Outreach**

(515) 295-2531 or (800) 873-1899  
117 East Call St  
P.O. Box 98  
Algona, Iowa 50511

#### **Mitchell County Outreach**

(800) 873-1899 or 641-228-2893

#### **Winnebago County Outreach**

(641) 585-5663 or (800) 873-1899  
135 School St  
P.O. Box 331  
Forest City, IA 50436

#### **Worth County Outreach**

(641) 228-2893 or (800) 873-1899

2022 Health and Human Services (HHS) Poverty Guidelines					
# persons	100% of poverty	130% of poverty	150% of poverty	185% of poverty	200% of poverty
1	\$13,590	\$17,667	\$20,385	\$25,142	\$27,180
2	\$18,310	\$23,803	\$27,465	\$33,874	\$36,620
3	\$23,030	\$29,939	\$34,545	\$42,606	\$46,060
4	\$27,750	\$36,075	\$41,625	\$51,338	\$55,500
5	\$32,470	\$42,211	\$48,705	\$60,070	\$64,940
6	\$37,190	\$48,347	\$55,785	\$68,802	\$74,380
7	\$41,910	\$54,483	\$62,865	\$77,534	\$83,820
8	\$46,630	\$60,619	\$69,945	\$86,266	\$93,260
*	\$4,720	\$6,136	\$7,080	\$8,732	\$9,440

\* For each additional person in the household over 8 persons

\*\* Disclaimer\*\* Some programs use the previous year's poverty guidelines.

**North Iowa Community Action Organization complies with applicable Federal civil rights laws and does not discriminate on the basis of gender, race, ethnicity, culture, religion, color, national origin, age, disability, sexual orientation or family composition.**

#### **Spanish**

North Iowa organización de acción comunitaria cumple con las leyes federales de derechos civiles y no discrimina por género, raza, etnia, cultura, religión, color, origen nacional, edad, discapacidad, orientación sexual o composición de la familia.

#### **Chinese**

北愛荷華州社區行動組織遵守適用的聯邦民權法，不基於性別、種族、民族、文化、宗教、膚色、國籍、年齡、殘疾、性取向或家庭組成而歧視。



Revised 02/22/2022

# North Iowa Community Action Organization

Incorporated in 1965



Nine County Regional Service Area  
Includes: Butler, Cerro Gordo, Floyd,  
Franklin, Hancock, Kossuth, Mitchell,  
Winnebago, & Worth Counties

#### **Mission Statement**

To provide quality services that empower people in need to achieve and sustain economic stability through collaborative efforts.

[www.nicao-online.org](http://www.nicao-online.org)

**Head Start/Early Head Start**

Head Start serves children ages 3-5 years old in a classroom setting 4-5 days a week/ approximately 5-6.5 hours per day following the school district school year. Classrooms are located in Algona, Parkersburg, Charles City, Clarksville, Clear Lake, Forest City, Latimer and Mason City. Early Head Start serves pregnant moms and children ages 0-3 years old. Services for children are provided in a classroom setting 4-5 days a week/6.5 hours per day for a minimum of 1380 hours year-round. Classrooms are located in Clear Lake and Manly. Eligibility is up to 100% of the federal poverty level. Please contact (641) 494-1891 for more information.

**Child Development Home Visitation Program**

The Early Head Start Home Visitation program provides services to eligible pregnant women and children ages birth to 3 years. The program conducts weekly visits with the child and their parent, primarily in the child's home and through group socialization opportunities. The home-based program promotes secure parent-child relationships and helps parents provide high quality learning experiences. Eligibility is up to 100% of the federal poverty level. Please contact (800) 873-1899 for more information.

**Community Partners Self-Sufficiency Development Program (CoPa)**

CoPa is a voluntary intensive in-home delivery system for self-sufficiency development services as well as home visitation and family support services including the Nurtured Heart approach to parenting and 24/7 Daads. Each Family Development Specialist works in partnership with participants empowering them to meet challenges and solve future crises. Please contact (800) 873-1899 for more information.

**Volunteer Income Tax Assistance (VITA) Free Tax Preparation Services**

A partnership between NICAO and the North Iowa Tax Coalition providing free tax preparation services to income eligible households February thru April in Mason City and Forest City. Eligibility is for households with incomes of \$60,000 or less. Please contact (800) 873-1899 for more information.

**Disaster Case Management**

Time limited services to eligible households to develop and carry out a Disaster Recovery Plan. Provides guidance, advice, and referral in obtaining a service, or assisting in obtaining resources from various providers that address a serious need essential to the household to prevent, mitigate or overcome a disaster-related hardship, injury or adverse condition. Please contact (800) 873-1899 for more information.

**United Way Housing Assistance**

A partnership between NICAO and the United Way to assist low-income individuals and families who are near homelessness, facing eviction, behind on their rent or need assistance with their security deposit. This program provides self-sufficiency development services to individuals experiencing a financial crisis. It assists families in creating a working budget and setting up an emergency fund and allows for a payment to a landlord or mortgage company to help with stability. Funds are on a limited basis. The program serves households that are at or below the 175% federal poverty level. Please contact (800) 873-1899 for more information.

**Family Development and Self Sufficiency for FIP Recipients (FadSS)**

FadSS is a statewide voluntary home visitation program for participants in the Family Investment Program (FIP) and who are working with PROMISE JOBS. Regular home visits with individuals and families assist them in moving towards economic and emotional self-sufficiency. Services include family financial literacy, employment skills, linking families to community resources, assessments of family strengths, goal setting and advocacy. Please contact (800) 873-1899 for more information.

**Low Income Home Energy Assistance Program (LIHEAP)**

LIHEAP helps individuals and families pay a portion of their winter heating costs. A one-time payment will be made to a heating or fuel company to supplement the cost of heating bills. Additional financial assistance may be available for furnace repair/ replacement and the cost of an air conditioner for medical reasons. Eligibility is up to 175% of the federal poverty level for the previous fiscal year. Please contact (800) 873-1899 for more information.

**Low Income Household Water Assistance Program (LIHWAP)**

LIHWAP provides assistance to households in Iowa by paying arrearsages to water/wastewater utilities in order to reconnect and/or ensure service continuity. Individuals must be able to demonstrate water burden, and at least one household member must have legal status to receive benefits. Payments are sent to water utility vendors. Eligibility is up to 200% of the federal poverty level for the previous fiscal year. Please contact (800) 873-1899 for more information.

**My Community Ride**

My Community Ride is Sponsored by MercyOne Community Benefit Ministry to support coordinated transportation to assist individuals in locating the best mode of transportation to meet their needs and is available to individuals who are at or below 200% of the federal poverty level, living independently within the Region II transit area, and who are in need of transportation for medical appointments or to assist individuals in combating social influencers of health. Please call (800) 873-1899; text 641-530-5428 for more information.

**Family Planning**

Clinical services are available to both males and females of reproductive age include: birth control, physical exams, tests/treatment for STIs, cancer screening, pap smears, breast exams, and pregnancy tests. Costs are based on ability to pay and are often less than other health centers. Fees are according to income, on a sliding fee scale. Please contact (800) 657-5856 for more information.

**Maternal Health**

Prenatal/postpartum care including medical and dental assessment, health and nutrition education, psychosocial screening and referral, coordination of care, and assistance with plans for delivery is available for Medicaid eligible and other low-income women. Fees are according to income, on a sliding fee scale. Please contact (800) 657-5856 for more information.

**Women, Infants, & Children (WIC)**

Nutrition education and supplemental nutritional foods are made available to pregnant, breastfeeding, or postpartum women, infants, and children up to age of 5 years. Eligibility is up to 185% of the federal poverty level. Please contact (800) 657-5856 for more information.

**I-Smile and I-Smile@School**

I-Smile helps children connect with dental services. The I-Smile Coordinator serves as the point-of-contact for public health agencies, families, health care providers, schools and dental offices. I-Smile@School offers a team of dental professionals who visit schools to provide oral health screenings and dental sealants for students. They also help improve the communication between parents and dental offices, by assisting families to establish dental homes. Please contact this program at (800)-657-5856

**Child & Adolescent Health (Hawk)**

Children up to the age of 22 may access Well-Child physical exams, immunizations, vision & hearing assessments, lead screening, dental evaluations, nutrition assessments, and psychosocial & developmental assessments through the Child Health program or Hawk health insurance program. Fees for Child Health are free or based on a sliding fee scale. Please contact (800) 657-5856 for more information.

**Child Care Nurse Consultant Services**

Registered Nurses provide on-site consultation, training, and technical assistance to early childhood care/education providers. Childcare and early education businesses may receive information on health/safety policies, health programs, health of personnel, and specific child health or safety issues. Services are free and available for Butler, Cerro Gordo, Franklin, Floyd, Hancock, Kossuth, Mitchell, Winnebago, and Worth counties. Contact 1-800-657-5856, ext. 0316.

**1st Five**

NICAO's 1st Five Coordinator supports area health providers in the earlier detection of social-emotional and developmental delays and family risk-related factors (in children birth to 5) and coordinates referrals, interventions, and follow-up for families. Referrals are accepted from area physicians. Contact this program coordinator at 641-530-0809.

**Living with HIV Program**

The Living with HIV Program provides FREE support and information services to individuals diagnosed with HIV or AIDS, or those needing general information about HIV/AIDS. Consultations are confidential and vary depending on the needs of the individual. Please contact (800) 657-5856 for more information.

## We Are Here To Help You!

- Family Services
- Weatherization
- Housing
- Family Development and Self-Sufficiency
- Community Adolescent Pregnancy Prevention Program
- Low Income Home Energy Assistance
- Public Transit
- Early Childhood Programs  
(Head Start & Early Head Start)
- Child Care Food Program

The Promise of Community Action  
"Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other."

Family Service Offices are located throughout northeast Iowa

**ALLAMAKEE COUNTY**  
953 3rd Avenue NW, Waukon  
563-568-4224

**BREMER COUNTY**  
117 West Bremer Avenue, Waverly  
319-352-4532

**CHICKASAW COUNTY**  
910 East Main Street, New Hampton  
641-394-2007

**CLAYTON COUNTY**  
600 Gunder Road NE, Suite 11, Elkader  
563-245-2452

**FAYETTE COUNTY**  
297 5th Avenue SW, Oelwein  
319-283-2510

Basement Fayette County Court House  
West Union  
563-422-3354

**HOWARD COUNTY**  
204 2nd Avenue East, Cresco  
563-547-4413

**WINNESHIEK COUNTY**  
305 Montgomery, Decorah  
563-382-8436 Ext. 150

**NEICAC Mission:** Through dynamic partnerships, quality family services, advocacy and education, NEICAC advances community development and improves social and economic conditions for individuals and families with limited resources.



NEICAC is a United Way participating agency

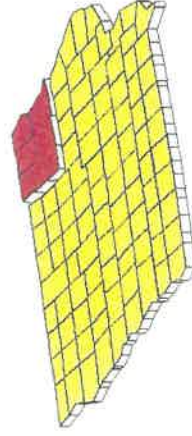


Rev. 2021



**NEICAC**  
305 Montgomery  
PO Box 487  
Decorah, IA 52101  
563-382-8436  
[www.neicac.org](http://www.neicac.org)

*NEICAC has served individuals and families in the seven northeastern Iowa counties of Allamakee, Bremer, Chickasaw, Clayton, Fayette, Howard and Winneshiek since 1965*





**FAMILY SERVICES**—are the starting point for NEICAC’s services and referrals to other providers to assist individuals and families in times of need. Family Services assist low-income individuals and households meet their basic needs. Offices are located in Waukon, Waverly, New Hampton, Elkader, West Union, Oelwein, Cresco and Decorah. In Chickasaw, Fayette, Howard, and Winneshiek counties we administer General Assistance Programs through our Family Services office. The Family Services office in Waverly, Cresco and Decorah operate food pantries and smaller food pantries are located in Waukon and New Hampton. (See back of brochure for locations & telephone numbers.) When funds are available, the Family Services office provides financial assistance for families facing utility disconnection, homelessness, emergency home fuel deliveries, emergency medical needs, vehicle repair and park & rec fees.

**LOW-INCOME HOME ENERGY ASSISTANCE**—helps low-income homeowners and renters with their home heating costs. A portion of a household’s winter heating costs are paid directly to the heating vendor. To qualify, a household’s income must not exceed 200% of federal income poverty guidelines. Eligible households may also receive financial assistance with a past due heat and/or electric account and repair or replacement of a nonworking heating system.

**WEATHERIZATION**—provides materials and labor to help low-income families make their homes more energy efficient. Work may include preventing air infiltration, providing insulation and furnace repair or replacement and refrigerator replacement. Households must not exceed 200% of the federal poverty guidelines.

**FaDSS (Family Development and Self-Sufficiency)**—assist families experiencing poverty to overcome the obstacles blocking their journey to self-sufficiency. Certified Family Development Specialists provide families with support, advocacy and skill building.

**EARLY CHILDHOOD PROGRAMS**—NEICAC operates 15 Head Start & Child Development classrooms throughout our 7 county service area. The Head Start and Child Development classrooms serve 3-5 year olds and their families. All of our classrooms provide extended day hours, 6am to 6pm, to assist working families or those needing to fulfill schooling and training obligations. The classrooms provide nutritious breakfasts and lunches through the CACFP program, health screenings, age appropriate classroom activities, social services, and parent involvement opportunities to each enrolled child and their families. Transportation is available at some locations through the school district or local transit providers.

**Early Head Start Program** is for expectant moms and children ages 0-3 in a home based setting and offers education, health, parent involvement and social services to participants. Currently the Early Head Start Program is available only in Allamakee, Clayton, Fayette, Howard and Winneshiek counties.

**HOUSING**—programs focus on everyone’s right to safe and affordable housing. NEICAC owns and manages 54 permanent rental housing units throughout northeast Iowa. The units include apartments, duplexes and single family homes. NEICAC Housing continues to serve single parent and traditional families, elderly, disabled and single person households.

In 2007 we started the Lease Purchase Program. We have completed homes in every county served by NEICAC and helped many families become first time homeowners.

NEICAC Housing also delivers Homebuyer Education and Financial Fitness classes for groups, families or individuals. If you are interested in one or more NEICAC Housing programs, please call 563-387-4917 or 563-387-4959.

**COMMUNITY ADOLESCENT PREGNANCY PREVENTION (CAPP) PROGRAM**—works with area schools to provide comprehensive sexual health education, which includes curricular and topical options for area schools and community groups, to reduce the rates of teen pregnancy and support teenagers in healthy decision making. We provide education for grades 6-12 in over 30 schools in our service area, covering information on puberty, peer pressure, healthy relationships and consent, STD’s, contraceptive options, parent-child communication and more!

**CHILD CARE FOOD PROGRAM**—provides education and training to Registered or CCA Certified Home Child Care Providers in the area of nutrition. Participating providers also receive financial assistance in the form of reimbursement based on the number of children served and the number of meals provided. Additional information on the program may be obtained by contacting 563-387-4950. The program services all of NEICAC’s 7 counties and is not income based.

**AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES**

*NEICAC is an Equal Opportunity Employer*





# OPERATION THRESHOLD

Email contact for all services: [crisis@operationthreshold.org](mailto:crisis@operationthreshold.org)

**Black Hawk County**  
 1535 Lafayette St.  
 PO Box 4120  
 Waterloo IA 50704-4120  
 (319) 291-2065

**Buchanan County**  
 1827 First Street W Suite D  
 Independence IA 50644  
 (319) 334-6081

**Grundy County**  
 1606 G Avenue  
 PO Box 41  
 Grundy Center IA 50638  
 (319) 824-3460

## Programs

### Crisis Assistance – Community Resources

#### Crisis & Utility Assistance

On a limited basis, Operation Threshold provides financial assistance to households facing crisis situations such as utility disconnection, emergency fuel deliveries, air conditioning repair (homeowners only) and furnace repair/replacement. Income requirements for Crisis Assistance vary depending upon the source of funding, with the Income Guidelines shown below. For more information call (319) 291-2065 or email our staff at [crisis@operationthreshold.org](mailto:crisis@operationthreshold.org).

#### **Crisis Assistance**

	# of Persons in Household							
	1	2	3	4	5	6	7	8
200% of Federal Poverty Guidelines	\$25,760	\$34,840	\$43,920	\$53,000	\$62,080	\$71,160	\$80,240	\$89,320

#### Pocket Change

On a limited basis, Operation Threshold provides financial assistance to households needing assistance to attain or retain self-sufficiency when other assistance is not available. Examples include car repairs, bus passes, funds to get copies of birth certificates, test/class fees, or other situations that are job or education related. Assistance is available based on whether the agency has funds. Income requirements match the LIHEAP Income Guidelines shown below. For more information call (319) 291-2065 or email our staff at [crisis@operationthreshold.org](mailto:crisis@operationthreshold.org).

#### Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP supplements the high cost of winter heating for low-income households, provides emergency furnace repairs or replacement for income qualifying homeowners. Households with income levels at or below 200% of the poverty level are eligible for benefits. Eligible income amounts may be increased for households with significant medical expenses. Applications are accepted from November 1 – the last working day in April; however, the elderly, disabled and those with a disconnect notice are eligible to apply early - starting October 1. **Applications are processed on a first-come, first-served basis.** For more information call Brenda at (319) 291-2065 or (319) 334-6081 or email our staff at [crisis@operationthreshold.org](mailto:crisis@operationthreshold.org).



## LIHEAP 2021-2022 Annual Income Guidelines

	# of Persons in Household							
	1	2	3	4	5	6	7	8
200% of Federal Poverty Guidelines	\$25,760	\$34,840	\$43,920	\$53,000	\$62,080	\$71,160	\$80,240	\$89,320

### **Low Income Household Water Assistance Program (LIHWAP)**

LIHWAP helps eligible households pay past due water bills and reconnection fees. To be eligible households must have income at or below 200% of the poverty level (see LIHEAP income limits). In addition, eligible households must have a disconnect notice, delinquent notice, or be unable to make a pay agreement. Eligible households must contain a U.S. citizen or legal resident and their water company must have agreed to participate in the program. For more information, call (319) 291-2065 or email our staff at [crisis@operationthreshold.org](mailto:crisis@operationthreshold.org).

## **Housing**

### **Deposit Assistance**

The purpose of Deposit Assistance is to assist people in securing safe, affordable housing. This program provides eligible participants with the full rental deposit. All housing units must be inspected and meet or exceed Housing Quality Standards (HQS). Inspections are performed at no cost by a qualified housing inspector. For more information call (319) 291-2065 or email our staff at [crisis@operationthreshold.org](mailto:crisis@operationthreshold.org).

### **Weatherization Program**

The Weatherization Program helps reduce the heating and cooling costs in an effort to reduce energy consumption and increase comfort in eligible participant homes. Weatherization assistance is dependent upon an evaluation of the home which can be either owner-occupied or a rental. LIHEAP applications also automatically serve as an application for Weatherization assistance. Income requirements for the Weatherization Program are at 200% of the federal poverty level (see chart below). For more information call Lynette at (319) 292-1863. Available Weatherization benefits include: Insulation, Furnace repair or replacement, Water heater repair and replacement, and Safety checks for gas leaks.

## Weatherization 2021-2022 Annual Income Guidelines

	# of Persons in Household							
	1	2	3	4	5	6	7	8
200% of Federal Poverty Guidelines	\$25,760	\$34,840	\$43,920	\$53,000	\$62,080	\$71,160	\$80,240	\$89,320

### **Operation Threshold Rental Units (Independence and Waterloo)**

We have rental units in Independence and Waterloo. We do have an application process. Section 8 is welcome. For unit availability and more information call Joe at (319) 292-1869.

- Waterloo units are 1 and 2 bedroom apartments
- Independence units are 2 bedroom townhouses
- Most of our units have central air conditioning
- Some buildings have garage units available



# WIC

## Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

WIC provides nutrition education to low-income families with pregnant, post-partum and breastfeeding women and children up to age five. The program also provides EBT cards for nutritional food purchases from local grocery stores and referrals for community services. WIC services are available to pregnant women, women who are breastfeeding (up to one-year post-partum), women who are *not* breastfeeding (for six months postpartum), and infants and children up to age five. Participants must also be income eligible and reside in our service area, which includes Benton, Black Hawk, Bremer, Buchanan, Chickasaw, and Grundy Counties. Income eligibility is determined by household income. Current income guidelines are below. For more information call (319) 291-2065.

### **WIC 2020-2021 Annual Income Guidelines**

	# of Persons in Household							
	1	2	3	4	5	6	7	8
185% of Federal Poverty Guidelines	\$23,838	\$32,227	\$40,626	\$49,025	\$57,424	\$65,823	\$74,222	\$82,621

## Early Childhood and Parent Support Programs

### Nest

The Nest program is an incentive based program for income-eligible families that are pregnant or have children 0-5. Participants earn incentive points for healthy behaviors such as keeping doctor appointments and attending parent and preventative educational classes. The points are then redeemed for incentive items such as diapers and wipes. Participants must be residents of Black Hawk, Buchanan or Grundy Counties. Income guidelines for the Nest Program as the same as the WIC income guidelines above. For more information call Rachel at (319) 292-1805.

### Family Development Self-Sufficiency (FaDSS)

FaDSS is an intensive, voluntary, one-on-one case management program to assist families receiving FIP with transitioning from welfare to work or assisting families with mental health issues. Families receive intensive case management including home visits, support (referrals, groups, linkages, and advocacy), assessment (identifying and building upon strengths), and goal setting. For more information call Mindy at (319) 292-1806.

### Parents As Teachers (Black Hawk and Buchanan Counties)

Provides voluntary early childhood, parent education and family support programs. Serving families from the beginning of pregnancy until children enter preschool. The program is free and available to those that qualify. For more information call Jaynie at (319) 292-1820.

### Partners for Healthy Families (Bremer, Butler, Franklin, & Grundy Counties)

Provides voluntary early childhood, parent education and family support programs. Serving families from the beginning of pregnancy until children enter preschool. The program is free and available to those that qualify. If you live in Bremer, Butler, Franklin or Grundy counties call Jaynie at (319) 292-1820.

## Other Services

### Interpretation Services

Burmese and Bosnian interpreters are also available on site (by appointment). Call (319) 291-2065.



**OT Refugee Services**

Provides services to those who came as refugees or were granted asylum, orienting them to the Cedar Valley and our culture and norms, improving their employment options, and enhancing their financial knowledge and independence. For more information call Liberata at (319) 291-2065.







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### History

[Children & Adult Care Food Program \(CACFP\)](#)

[Family Development & Self-Sufficiency \(FaDSS\)](#)

[Hand in Hand](#)

[Head Start](#)

[Housing Assistance ESG](#)

[KIDS](#)

[Low Income Home Energy Assistance Program \(LIHEAP\)](#)

[Outreach Services](#)

[SAIL](#)

[Weatherization](#)

[WIC \(Women, Infants & Children Food Program\)](#)

Upper Des Moines Opportunity, Inc. (UDMO) is one of 16 community action agencies (CAAs) in Iowa and one of approximately 1,000 community action agencies across the United States. CAAs are nonprofit private and public organizations that were established under the Economic Opportunity Act of 1964 to fight America's War on Poverty.

CAAs provide services to more than 13 million low-income people annually in 96 percent of the nation's counties. During the 2014 fiscal year, UDMO served 20,364 individuals in 8,367 households in Northwest and North Central Iowa. Of those households, 63% (5,283 households) had incomes below 100% of the federal poverty level (\$22,050 per year for a family of four in FY10).

Community action agencies across the nation share the common goal of self-sufficiency for the families they serve. UDMO promotes self-sufficiency by providing a variety of programs to fight poverty, improve health and increase educational attainment for family members of all ages.

UDMO provides these services to families in 12 Northwest and North Central Iowa counties.

- [Buena Vista](#)
- [Clay](#)
- [Dickinson](#)
- [Emmet](#)
- [Hamilton](#)
- [Humboldt](#)
- [O'Brien](#)
- [Osceola](#)
- [Palo Alto](#)
- [Pocahontas](#)
- [Webster](#)
- [Wright](#)

### ABOUT OUR BOARD

#### [Board of Directors](#)

UDMO is governed by a 16-member board of directors, composed of one third public officials, and at least one third who represent the interests of our program participants. The remaining members represent faith, business and other private community interests. This structure provides for input from all sectors, allowing UDMO to create programming that best meets the needs of citizens in the counties we serve.

#### Home Office Location

101 East Robins Street  
PO Box 519  
Grattinger, IA 51342-0519

Toll-Free: (800) 245-6151  
Phone: (712) 859-3885  
Fax: (712) 859-3892

*UDMO is an Equal Opportunity Employer*

#### Translate Website:

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### The Free Clinic

**PLEASE REFER TO THE WEBSITE OF UPPER DES MOINES OPPORTUNITY FOR SERVICES PROVIDED IN EACH OF THE COUNTIES LISTED**

**[www.udmo.com](http://www.udmo.com)**

**A SAMPLE OF ONE COUNTY IS ON THE REVERSE SIDE OF THIS PAGE.**



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[Low Income Home Energy Assistance Program \(LIHEAP\)](#)

[Outreach Services](#)

[SAIL](#)

[Weatherization](#)

[WIC \(Women, Infants & Children Food Program\)](#)

**Home Office Location**  
101 East Robins Street  
PO Box 519  
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Toll-Free: (800) 245-6151  
Phone: (712) 859-3885  
Fax: (712) 859-3892

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[The Free Clinic](#)



Buena Vista County Outreach  
620 Michigan Street  
Storm Lake, IA 50588

Phone: (712) 732-1757  
Cell Phone: (712) 480-2346

Open Monday thru Friday 8-4

Food Pantry Hours: Friday 8-12

Alisa Schlief  
Family & Community Services Director  
[aschlief@udmo.com](mailto:aschlief@udmo.com)

### Buena Vista County Outreach Center

#### Some Programs and Services Offered Include:

- **Low Income Home Energy Assistance Program ( LIHEAP):** Supplemental help for winter heating bills.
- **LIHEAP Crisis Assistance:** Help in a life threatening situation for temporary shelter, fuel, blankets, heaters and furnace repair. Furnace replacement may be available for homeowners.
- **Weatherization Program:** Provides assistance to make a home more energy efficient - may include caulking, insulation, weather stripping and other services.
- **Chore Service:** Program serves eligible applicants age 60 and over with home chores. Program is a partnership with Elderbridge Agency on Aging.
- **Emergency Food Pantry:** Service available to eligible families with little or no food. 10-14 day supply of food and non-food items as available.
- **Food Bank/Food Shelf:** Variety of food and non-food items available to clients who are income eligible. May be accessed once a week and items available depends on supply.
- **Bread/Garden Surplus/Eggs:** Items donated by businesses and people in the community - availability depends on supply.
- **Emergency Vouchers:** Provides eligible applicants with limited financial help for basic needs.
- **Clothing/Furniture Shop:** Clothing, household goods and furniture items. Anyone is welcome to come in and shop.
- **Referral Services:** Knowledge of services and contacts in our area may benefit clients in difficult or emergency situations.
- **Client Advocacy:** Assisting clients with providers and organizations to receive assistance resolving difficult situations.
- **Adopt-A-Family Christmas Program:** Families are "adopted" in the surrounding communities at Christmas time and are provided with gifts and food for the holiday.
- **Special Projects:** School supplies, holiday food baskets, new shoes and clothing for school age kids. Projects are based on available funds and need.

**Buena Vista County Outreach in the News**

**Other Buena Vista County Resources**

## Our Vision

Enhanced quality of life for communities, families, and individuals.

*Helping People.  
Changing Lives.*



**WEST CENTRAL**  
COMMUNITY ACTION



PO Box 709  
Harlan, IA 51537  
(712) 755-5135  
westcentralca.org

### Outreach Offices:

Cass	(712) 243-5421
Crawford	(712) 263-3538
Fremont	(712) 374-3367
Harrison	(712) 644-3388
Mills	(712) 624-8172
Monona	(712) 423-2603
Montgomery	(712) 623-2339
Page	(712) 246-2585
Pottawattamie	(712) 322-2621
Shelby	(712) 755-5602



West Central Community Action is a private, non-profit, tax-exempt 501(c)3 organization. This institution is an Equal Opportunity Provider and Employer.

# West Central Community Action



## Our Mission

**Empowering families and individuals to achieve their highest potential.**



### Low Income Home Energy Assistance Program

(**LIHEAP**) is designed to aid qualifying low-income Iowa households (homeowners and renters) in the payment of a portion of their residential heating costs for the winter heating season, to encourage regular utility payments, to promote energy awareness, and to encourage reduction of energy usage through energy efficiency and client education.



### Energy Crisis Intervention Payments (ECIP)

are made for weather related and supply shortage emergencies. Money can help with furnace repairs, replacements, purchase of blankets, heaters, fuel delivery, reconnect fees, service continuity, and cooling.

### Weatherization Assistance Program (WX)

helps low-income households increase the energy efficiency of their homes and save money on fuel costs. Evaluators inspect homes and engage private contractors to insulate attics and walls, repair or replace furnaces and perform minor repairs. The State of Iowa creates a priority list of eligible households, based on heating costs and household dynamics.



### Family Development and Self-Sufficiency (FaDSS)

provides intense support to families receiving FIP (Family Investment Plan). As a home visiting program, Specialists meet with the family in their own home. Building on the family's strengths, specific plans are developed to help the family achieve self-sufficiency and obtain employment. Home visits, on-going assessment, goal setting, advocacy, and referrals to community resources are the core components. Please call (712) 322-5966 for more information.



### Child Care Resource and Referral (CCR&R)

provides resources, education, and advocacy to support quality child care. Parents receive custom-made referrals to child care programs. Parents also receive tips on choosing caregivers. Child care staff in homes, centers, and preschools have access to on-site consultations. CCR&R staff can also assist programs to meet regulations and improve quality. Communities have access to data and technical assistance to meet the need for child care. Please call (712) 755-7381 for more information or visit [www.iowaccrr.org](http://www.iowaccrr.org).



### Child and Adult Care Food Program (CACFP)

promotes good nutrition, positive eating habits and attitudes for children in regulated child care facilities. Childcare providers are given nutritional consultation and menu reviews through meal cost reimbursement. CACFP staff perform in-service training, on-site visits, safety, sanitation inspections, and record keeping reviews.



### Outreach

provides families with a variety of WCCA programs and services as well as those available from local, county, and state agencies. Staff perform client intake, assessment, and provide referrals. All WCCA counties have an outreach center, which may also offer a food pantry and free clothing room.



### Women, Infants, & Children (WIC)

provides wholesome food, nutrition education, and community support throughout the WCCA service area for income-eligible women who are pregnant or postpartum, infants and children up to five years old. Please call 1-800-338-4129 for clinic dates and times and to make an appointment.



**Head Start (HST)** is a comprehensive preschool program for low-income children and families. Head Start provides children, including those with special needs, with services that actively encourage and promote social, emotional, intellectual, and physical growth and development.



Head Start fosters good health through current immunizations, physical and dental exams, and treatment. Parents have a variety of opportunities to participate in their child's education from volunteering to becoming employed at a center. Support services include social services, mental health services, and transportation. Please call 1-800-698-5886 for more information.

**Early Head Start (EHS)** is a program that serves infants and toddlers under the age of 3 and pregnant women. The program provides intensive comprehensive child development and family support services to low-income infants, toddlers and their families, and to pregnant women and their families. EHS program support parents, both mothers and fathers, in their role as primary caregivers and teachers of their children. We assist families in meeting their own personal goals and achieving self-sufficiency across a wide variety of domains, such as housing stability, continued education, and financial security. We provide both the center based option of program services (Crawford, Shelby and Pottawattamie Counties) and the home based option of program services (Cass, Fremont, Mills, Montgomery and Page Counties). Please call 1-800-698-5886 for more information.



@westcentralca



Monona County Outreach Office  
801-B 10<sup>th</sup> Street  
Onawa, IA 51040  
712-423-2603  
Outreach Specialist: Amy Johnston

Crawford County Outreach Office  
145 N. 7<sup>th</sup>  
Denison, IA 51442  
712-263-3538  
Outreach Specialist: Jodie Holm

**Services offered in Monona County:**

- LIHEAP
- Energy Crisis Payments
- FaDSS
- CACFP
- Outreach services (food pantry and seasonal clothing room)
- Head Start
- WIC
- CCR&R

**Services offered in Crawford County:**

- LIHEAP
- Energy Crisis Payments
- FaDSS
- CACFP
- Outreach services (clothing room)
- Head Start
- Early Head Start