

North Iowa Community Action Annual Report FY 2018

Federal Funding Source	Programs	Amount
Department of Health and Human Services		
OCS	LIHEAP, Weatherization and CSBG	\$3,022,576
Office of Community Services		
HRSA	Family Planning; HIV Care Grants;	\$491,198
Health Resources and Services Administration	Maternal, Child and Dental Health; Sealant Grant	
TANF	FaDSS – Family Development and Self Sufficiency	\$126,597
Temporary Assistance for Needy Families		
ACF	Head Start	\$2,596,976
Administration for Children and Families		
Other DHS	Title XIX	\$254,360
Total	Department of Health and Human Services	\$6,491,707
US Department of Agricultural		
	CACFP – Child and Adult Food Program	\$129,567
	WIC – Women, Infants and Children	\$658,082
Total	Department of Agricultural	\$787,649
US Department of Energy		
	Weatherization	\$0
US Department of Treasury		
	VITA – Volunteer Income tax Program	\$7642
Total	Total Federal Income	\$7,286,998

State Funding Source	Programs	Amount
Iowa Department of Education	Early Childhood, Child Care Nurse Consultant,	\$238,480
Iowa Department of Human Services (DHS)	Family Development and Self Sufficiency, Prevent Child Abuse, Individual Assistance Program (Disaster), Fatherhood Development	\$395,648
Iowa Department of Public Health	Child Health Dental, Maternal and Child Health, HIV Care Services, School based Dental Sealant, I-Smile, Hawk-i Outreach	\$377,318
Total	Total State Income	\$1,011,446

Private Funding Source	Programs	Amount
Corporations	Health Client Insurance Reimbursement – 3 rd Party	\$222,436
United Way	UW of North Central Iowa	\$17,229
Fees Paid by Clients for Services	Family Planning	\$12,799

Donated Funds	Embrace, I Care, Home town Care, Black Hills Cares, Bridges Mentoring Program, Local Contributions, Head Start Local	\$113,809
Payments by Private entities for goods and services	Mid America Energy, Alliant, Aquila	\$428,564
Other Private Funds	Community Partners – Mercy Medical – North Iowa; Community Care Coordination – Mercy Medical; Community Outreach – Delta Dental	\$63,600
Total	Total Private Funding	\$858,437

In-kind Contributions	Amount
Value of Donated Good or Items	\$581,593
Value of In-kind Services	\$118,822
Total	Total In-kind contributions
	\$700,415

	Grand Total of Funds	\$9,857,296
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CSBG Expenditures Domains	Amount
a. Employment	\$0
b. Education and Cognitive Development	\$28,246
c. Income, Infrastructure and Asset Building	\$31,071
d. Housing	\$67,791
e. Health, Social/Behavioral Development and Nutrition	\$110,161
f. Civic Engagement and Community Involvement	\$2,825
g. Service Supporting Multiple Domains (e.g. Case Management, transportation, child care)	\$33,896
h. Linkages (e.g. partnerships that support multiple domains)	\$0
i. Agency Capacity Building	\$2,825
j. Other (e.g. emergency management and disaster relief)	\$5,649
k. TOTAL CSBG Expenditures	\$282,464

North Iowa Community Action Organization FY2018 Accomplishments, Innovative Solutions, and Service Delivery Improvements

1.) **Management Accomplishments**

Describe what your agency considers top management accomplishments achieved by your agency during FY 2018. Describe how responsible, informed leadership and effective, efficient processes led to high quality, accessible, and well-managed services and strategies.

As an agency, North Iowa Community Action Organization (NICA O) understood, the current information technology (IT) structure was not meeting all of our needs nor was it cost effective. Therefore, we needed to devise, implement and integrate an effective strategy to heighten our security and do it in a way that would allow the agency a cost savings.

We put together a management group to conduct strategic planning to assess the needs and services of our technology department, identifying problems along the way, planned for change, mapped out the knowledge we had, and implemented a new structure to meet our growing technology needs. The focus was on achieving a balance between reducing our IT costs while investing in technology. Our goal was to increase productivity and ensure our technology was effective and efficient and that our organization's network and vital data were protected and secured.

The strategic planning was conducted over a course of six months, and after meeting with numerous IT companies, NICA O made the change to a Total IT Care system. This management accomplishment allows for less downtime, fewer interruptions, 24/7 monitoring, maintenance and support, and predictable budgeting.

2.) **Innovative Solutions Highlights**

Describe how your agency addresses a cause or condition of poverty in the community using an innovative or creative approach.

a) The cause or condition of poverty your agency addressed

NICA O will assist families in obtaining and maintaining affordable housing through education and case management. The program targets households who are near homelessness, facing eviction, behind on their rent or needed assistance with their security deposit. The program serves households that are at or below the 175% Federal Poverty Level.

b) Your agency's innovative or creative approach for addressing the cause or condition

NICA O's innovative approach uses case managers to help families set goals and improve their socioeconomic status. Families are eligible to receive rent or security deposit assistance. However, along with the financial assistance, families are also educated on

North Iowa Community Action Organization FY2018 Accomplishments, Innovative Solutions, and Service Delivery Improvements

financial literacy by trained staff using Four Cornerstones of Financial Literacy curriculum. The curriculum assists families in creating a working budget and setting up an emergency fund. Case managers educate families regarding their banking needs, and if families are not associated with a bank, case managers will guide them to overcome the obstacles or crisis they face when trying to set money aside for an emergency fund. The assistance is on a case-by-case basis and decided by a team. This program is designed to follow families for an average of 9-12 months. Upon completion of the program, families will be able to maintain housing and follow a budget without assistance.

c) Local partners involved and how they contributed

United Way of North Central Iowa and First Citizens Bank provided the funding for the housing program.

Local partners who contributed to the program by providing referrals for individuals and families who needed rental assistance to maintain housing:

- Mason City Housing Authority
- Charles City Housing Authority
- North Iowa Regional Housing Authority
- Trinity House of Hope Women and Children's Homeless Shelter
- Crisis Intervention Services (Domestic Violence Program)
- Cedar Valley Friends of the Family (Domestic Violence Program)
- Community Kitchen of North Iowa
- Francis Lauer Youth Shelter and Services
- United Way of North Central Iowa
- County Social Services
- Turning Leaf Counseling (Mental Health Center)

d) The outcomes achieved

The United Way Housing is provided to all nine counties served by NICAIO. The grant for 2018 began July 1, 2017 and ended June 30, 2018. The distribution of funds began September 1, 2017. The outcomes for FY 2018 housing grant:

- ❖ 213 Clients were served
- ❖ 89 households
- ❖ Average payout per household was \$410.00

e) How CSBG funds were used to support the implementation (if applicable)

CSBG funds are essential to maintaining North Iowa Community Action's Outreach structure. Family Development Specialists at County Outreach sites are responsible for

North Iowa Community Action Organization FY2018
Accomplishments, Innovative Solutions, and Service Delivery Improvements

assisting households in applying for the United Way Housing funds. The Coordinator of the Outreach staff monitors the United Way Housing Grant.

3.) Improving Service Delivery

Provide an example of a change your agency made during FY 2018 to improve service delivery and enhance impact for individuals, families, and communities with low incomes based on your agency's review and analysis of performance data and information.

For years, we have reviewed data from clients on how accessible our services were to families and individuals. One of the drawbacks to our location of the Mason City Family Resource Center (FRC) was that it was located in an area that was difficult to reach due to limited transportation available to the Briarstone location. This year, due to availability in one of our buildings we were able to change the location of the FRC which houses Outreach, FaDSS, Community Partners, United Way Housing, Prevent Child Abuse and our Volunteer Income Tax Assistance (VITA) programs. The Mason City FRC is the main hub of services provided to clients in Cerro Gordo County. In June, the FRC moved into our downtown Central Park location that also house NICAO's health programs: Maternal Health, Child Health, Family Planning, Women, Infants and Children (WIC), I-Smile, I-Smile at School, Dental Sealant, HIV and 1st Five programs. This move has allowed for enhanced accessibility to the customers we serve. There is a great deal more foot traffic, and customers are able to come to one location to receive services, rather than make multiple stops. It truly has enhanced the service delivery to our customers.

SECTION 2: Capacity Building (CSBG Annual Report, Module 2, Section B: CSBG Eligible Entity Capacity Building)**INSTRUCTIONS**

For the FY 2018 reporting period (B.1.), provide the unduplicated number of capacity building hours, volunteer hours, agency staff certifications, and organizations your agency partners with for the following agency capacity building measures.

B.1. Agency Reporting Period: October 1, 2017 through September 30, 2018	
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B.2. Hours of Agency Capacity Building (e.g. training, planning, assessment):	Hours
a. Hours of board members in capacity building activities	80
b. Hours of agency staff in capacity building activities	3,992

B.3. Volunteer Hours (e.g. program support, service delivery, fundraising):	Hours
a. Total number of ALL volunteer hours donated to the agency	1,422
a.1. Of the above, the total number of volunteer hours donated by individuals with low incomes	566

B.4. The number of agency staff who HOLD certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	Agency Staff
a. Nationally Certified ROMA Trainers	
b. Nationally Certified ROMA Implementers	1
c. Certified Community Action Professionals (CCAP)	3
d. Staff with a child development certification	5
e. Staff with a family development certification	10
f. Pathways Reviewers	
g. Staff with Home Energy Professional Certifications	
g.1. Energy Auditors	2
g.2. Retrofit Installer Technicians	
g.3. Crew Leaders	3
g.4. Quality Control Inspectors (QCI)	2
h. LEED Risk Certified assessors	
i. Building Performance Institute (BPI) certified professionals	
j. Classroom Assessment Scoring System (CLASS) certified professionals	5
k. Certified Housing Quality Standards (HQS) Inspectors	
l. American Institute of Certified Planners (AICP)	
OTHER	
OTHER	
OTHER	

B.5. The number of organizations, both public and private, that your agency actively works with to expand resources and opportunities in order to achieve family and community outcomes:	Organizations
a. Non-Profit	15
b. Faith Based	6
c. Local Government	32
d. State Government	7
e. Federal Government	3
f. For-Profit Business or Corporation	78
g. Consortiums/Collaborations	9
h. School Districts	13
i. Institutions of Post-Secondary Education/Training	3
j. Financial /Banking Institutions	6
k. Health Service Organizations	29
l. Statewide Associations or Collaborations	25

CSBG Client Characteristics

10-01-2017 thru 09-30-2018

- A. Total unduplicated number of persons for whom characteristics were obtained
- B. Total unduplicated number of persons for whom characteristics were not obtained
- C. Total unduplicated number of families for whom characteristics were obtained
- D. Total unduplicated number of families for whom characteristics were not obtained

Year to Date	
	11264
	5072

- 1. Gender (Ind)
 - a. Male
 - b. Female
 - c. Unknown/Not Reported

Year to Date	%
4911	43.60
6353	56.40
0	

2. Age (Ind)

- a. 0-3
- b. 4-5
- c. 6-11
- d. 12-17
- e. 18-23
- f. 24-34
- g. 35-44
- h. 45-54
- i. 55-69
- j. 70+
- k. Unknown/Not Reported

Year to Date	%
981	8.71
589	5.23
1504	13.35
1195	10.61
509	4.52
1486	13.19
1259	11.18
1057	9.38
1582	14.04
1102	9.78
0	-

3. Ethnicity (Ind)

- a. Hispanic or Latino
- b. Not Hispanic or Latino
- c. Unknown/Not Reported

Year to Date	%
906	8.04
10358	91.96
0	-

4. Race (Ind)

- a. Black or African American
- b. White
- c. American Indian or Alaskan Native
- d. Asian
- e. Native Hawaiian or Pacific Islander
- f. Multi-race (any 2 or more of above)
- g. Other
- h. Unknown/Not Reported

Year to Date	%
776	6.89
9562	84.89
49	0.44
32	0.28
23	0.20
384	3.41
438	3.89
0	-

5. Education (age 24+) (Ind)

- a. 0-8th grade
- b. 9th-12th grade/non-graduate
- c. high school grad/GED
- d. 12+ some post secondary
- e. 2 or 4 yr college graduate
- f. Unknown/Not Reported

Year to Date	%
10	0.15
880	13.57
3425	52.81
1260	19.43
911	14.05
0	-

6. Other Characteristics (Ind)

- a. Health Insurance
- b. No Health Insurance
- c. Disabled
- d. Not Disabled
- e. Veteran

Year to Date	%
10465	92.91
799	7.09
2689	23.87
8575	76.13
421	3.74

7. Family Type (HH)

- a. Single parent/female
- b. Single parent/male
- c. Two-parent household
- d. Single person
- e. Two adults/no children
- f. Other
- g. Unknown/Not Reported

Year to Date	%
876	17.27
110	2.17
727	14.33
2386	47.04
603	11.89
370	7.29
0	

8. Family Size (HH)

- a. One
- b. Two
- c. Three
- d. Four
- e. Five
- f. Six
- g. Seven
- h. Eight
- i. Nine or more
- j. Unknown/Not Reported

Year to Date	%
2384	47.00
1051	20.72
654	12.89
470	9.27
282	5.56
136	2.68
69	1.36
16	0.32
10	0.20
0	-

9. Family Income Sources (HH)

- a. No Income
- b. TANF
- c. SSI
- d. Social Security
- e. Pension
- f. General Assistance
- g. Unemployment Insurance
- h. Employment + other sources
- i. Employment only
- j. Other
- k. Unduplicated # of Families Reporting an Income Source ***

Year to Date	%
274	5.82
134	2.85
1386	29.44
1530	32.50
355	7.54
2	0.04
119	2.53
835	17.74
1451	30.82
456	9.69
4708	

10. Level of Family Income (HH) (% of HHS Guideline)

- a. Up to 50%
- b. 51% to 75%
- c. 76% to 100%
- d. 101% to 125%
- e. 126% to 150%
- f. 151% to 175%
- g. 176% to 200%
- h. 201% and over
- i. Unknown/Not reported

Year to Date	%
1064	20.98
703	13.86
963	18.99
866	17.07
772	15.22
415	8.18
152	3.00
137	2.70
0	-

11. Housing (HH)

- a. Own/Buy
- b. Rent
- c. Homeless
- d. Other
- e. Unknown/Not Reported

Year to Date	%
2250	44.36
2735	53.92
5	0.10
82	1.62
0	-

12. Other Family Characteristics

- a. Receive Food Assistance

Year to Date	%
79	1.56

SECTION 4: Other Individual and Household Counts (CSBG Annual Report, Module 4, Section C: All Characteristics Report)INSTRUCTIONS

For each of your agency's programs that use a client tracking system other than NIFCAP or CIS (e.g. Head Start or FaDSS), provide the name of the agency program, report the unduplicated number of individuals and/or households served by that program for the FY 2018 reporting period (October 1, 2017 through September 30, 2018), and answer (YES or NO) the data integration question.

	Name of the Agency Program	Number of Individuals	Are <u>ALL</u> of these INDIVIDUALS also included in your agency's NIFCAP or CIS system? YES or NO
1)	I Smile and I Smile @ School	1,929	No, System used TAV
2)	Maternal Health	312	No, System used TAV
3)	Child and Adolescent Health	3,057	No, System used TAV
4)	Family Planning	1,786	No, System used AHLERS
5)	Ryan White	44	No, System used CARE WARE
6)	1st Five	110	No, System used TAV
7)	Women, Infant and Children	4,270	No, System used FOCUS
8)			
9)			

	Name of the Agency Program	Number of Households	Are <u>ALL</u> of these HOUSEHOLDS also included in your agency's NIFCAP or CIS system? YES or NO
1)	Maternal Health	213	No, System used TAV
2)	1st Five	105	No, System used TAV
3)	Ryan White	44	No, System used CARE WARE
4)	Child and Adolescent Health	2,111	No, System used TAV
5)			
6)			
7)			
8)			
9)			

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)INSTRUCTIONS

For the FY 2018 reporting period (October 1, 2017 through September 30, 2018), provide the unduplicated number of individuals that received the following services from your agency.

SRV 1: EMPLOYMENT SERVICES

	Number of Individuals Served
Skills Training and Opportunities for Experience	
1a. Vocational Training	
1b. On-the-Job and Other Work Experience	
1c. Youth Summer Work Placements	
1d. Apprenticeship/Internship	
1e. Self-Employment Skills Training	
1f. Job Readiness Training	
Career Counseling	
1g. Workshops	
1h. Coaching	
Job Search	
1i. Coaching	
1j. Resume Development	
1k. Interview Skills Training	
1l. Job Referrals	
1m. Job Placements	
1n. Pre-Employment Physicals, Background Checks, etc.	
Post Employment Supports	
1o. Coaching	
1p. Interactions with Employers	
Employment Supplies	
1q. Employment Supplies	

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**SRV 2: EDUCATION AND COGNITIVE DEVELOPMENT SERVICES**

Child/Young Adult Education Programs	Number of Individuals Served
2a. Early Head Start	20
2b. Head Start	257
2c. Other Early Childhood Education (ages 0-5)	51
2d. K-12 Education	
2e. K-12 Support Services	
2f. Financial Literacy Education	
2g. Literacy/English Language Education	
2h. College Readiness Preparation/Support	
2i. Other Post Secondary Preparation	
2j. Other Post Secondary Support	
School Supplies	
2k. School Supplies	107
Extra-Curricular Programs	
2l. Before and After School Activities	
2m. Summer Youth Recreational Activities	
2n. Summer Education Programs	
2o. Behavior Improvement Programs (e.g. attitude, self-esteem, Dress-for-Success, etc.)	
2p. Mentoring	
2q. Leadership Training	
Adult Education Programs	
2r. Adult Literacy Classes	
2s. English Language Classes	
2t. Basic Education Classes	
2u. High School Equivalency Classes	1
2v. Leadership Training	
2w. Parenting Supports (may be a part of the early childhood programs identified above)	
2x. Applied Technology Classes	
2y. Post-Secondary Education Preparation	1
2z. Financial Literacy Education	
Post-Secondary Education Supports	
2aa. College Applications, Text Books, Computers, etc.	
Financial Aid Assistance	
2bb. Scholarships	
Home Visits	
2cc. Home Visits	1,165

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**SRV 3: INCOME AND ASSET BUILDING SERVICES**

	Number of Individuals Served
Training and Counseling Services	
3a. Financial Capability Skills Training	
3b. Financial Coaching/Counseling	
3c. Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)	297
3d. First-Time Homebuyer Counseling	
3e. Foreclosure Prevention Counseling	
3f. Small Business Start-Up and Development Counseling Sessions/Classes	
Benefit Coordination and Advocacy	
3g. Child Support Payments	
3h. Health Insurance	467
3i. Social Security/SSI Payments	22
3j. Veterans' Benefits	
3k. TANF Benefits	7
3l. SNAP Benefits	11
Asset Building	
3m. Saving Accounts/IDAs and Other Asset Building Accounts	
3n. Other Financial Products (e.g. IRA accounts, MyRA, other retirement accounts, etc.)	
3o. VITA, EITC, or Other Tax Preparation Programs	586
Loans and Grants	
3p. Micro-Loans	
3q. Business Incubator/Business Development Loans	

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**SRV 4: HOUSING SERVICES**

	Number of Individuals Served
Housing Payment Assistance	
4a. Financial Capability Skill Training	
4b. Financial Coaching/Counseling	43
4c. Rent Payments (includes emergency rent payments)	40
4d. Deposit Payments	21
4e. Mortgage Payments (includes emergency mortgage payments)	
Eviction Prevention Services	
4f. Eviction Counseling	
4g. Landlord/Tenant Mediations	
4h. Landlord/Tenant Rights Education	
Utility Payment Assistance	
4i. Utility Payments (includes emergency utility payments and LIHEAP)	4,874
4j. Utility Deposits	6
4k. Utility Arrears Payments	178
4l. Level Billing Assistance	
Housing Placement/Rapid Re-Housing	
4m. Temporary Housing Placement (includes emergency shelters)	
4n. Transitional Housing Placements	
4o. Permanent Housing Placements	11
4p. Rental Counseling	11
Housing Maintenance and Improvements	
4q. Home Repairs (e.g. structural, appliance, heating systems. etc., including emergency home repairs)	245
Weatherization Services	
4r. Independent Living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications, etc.)	60
4s. Healthy Homes Services (e.g. reduction or elimination of lead, radon, carbon monoxide and/or fire hazards or electrical issues, etc.)	60
4t. Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)	60

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**SRV 5: HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT SERVICES**

Health Services, Screening, and Assessments	Number of Individuals Served
5a. Immunizations	344
5b. Physicals	857
5c. Developmental Delay Screening	264
5d. Vision Screening	278
5e. Prescription Payments	62
5f. Doctor Visit Payments	20
5g. Maternal/Child Health	
5h. Nursing Care Sessions	
5i. In-Home Affordable Seniors/Disabled Care Sessions (e.g. nursing, chores, personal care services)	
5j. Health Insurance Options Counseling	25
Reproductive Health Services	
5k. Coaching Sessions	
5l. Family Planning Classes	14
5m. Contraceptives	1,617
5n. STI/HIV Prevention Counseling Sessions	1,786
5o. STI/HIV Screenings	955
Wellness Education	
5p. Wellness Classes (e.g. stress reduction, medication management, mindfulness, etc.)	
5q. Exercise/Fitness	
Mental/Behavioral Health	
5r. Detoxification Sessions	
5s. Substance Abuse Screenings	
5t. Substance Abuse Counseling	2
5u. Mental Health Assessments	
5v. Mental Health Counseling	
5w. Crisis Response/Call-In Responses	
5x. Domestic Violence Programs	
Support Groups	
5y. Substance Abuse Support Group Meetings	
5z. Domestic Violence Support Group Meetings	
5aa. Mental Health Support Group Meeting	
Dental Services, Screenings, and Exams	
5bb. Adult Dental Screening/Exams	228
5cc. Adult Dental Services (including emergency dental procedures)	128
5dd. Child Dental Screenings/Exams	2,202
5ee. Child Dental Services (including emergency dental procedures)	1,513
Nutrition and Food/Meals	
5ff. Skills Classes (e.g. gardening, cooking, nutrition)	4,270
5gg. Community Gardening Activities	
5hh. Incentives (e.g. gift card for food preparation, rewards for participation, etc.)	1,134
5ii. Prepared Meals	55,679
5jj. Food Distribution (e.g. food bags/boxes, food share program, bags of groceries)	4,497
Family Skills Development	
5kk. Family Mentoring Sessions	
5ll. Life Skills Coaching Sessions	
5mm. Parenting Classes	16
Emergency Hygiene Assistance	
5nn. Kits/Boxes	5
5oo. Hygiene Facility Utilizations (e.g. showers, toilets, sinks)	

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**SRV 6: CIVIC ENGAGEMENT AND COMMUNITY INVOLVEMENT SERVICES**

Civic Engagement and Community Involvement Services	Number of Individuals Served
6a. Voter Education and Access	2,437
6b. Leadership Training	
6c. Tripartite Board Membership	25
6d. Citizenship Classes	
6e. Getting Ahead Classes	
6f. Volunteer Training	

SRV 7: SERVICES SUPPORTING MULTIPLE DOMAINS

Case Management	Number of Individuals Served
7a. Case Management	739
Eligibility Determinations	
7b. Eligibility Determinations	6,130
Referrals	
7c. Referrals	731
Transportation Services	
7d. Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair, including emergency services)	50
Child Care	
7e. Child Care Subsidies	
7f. Child Care Payments	
Eldercare	
7g. Day Centers	
Identification Documents	
7h. Birth Certificate	2
7i. Social Security Card	
7j. Driver's License	
Re-Entry Services	
7k. Criminal Record Expungements	
Immigration Support Services	
7l. Immigration Support Services (e.g. relocation, food, clothing)	
Immigration Support Services	
7m. Legal Assistance	
Emergency Clothing Assistance	
7n. Emergency Clothing Assistance	35
Mediation/Customer Advocacy Interventions (debt forgiveness, negotiations or issues with landlords, coordinating with other services or government)	
7o. Mediation/Customer Advocacy Interventions	220

Individual and Family Indicators

FY 2018 Community Action Plan (ROMA Planning, Implementation, and Results)	Initial Targets		6-month Results (Oct 2017 through Mar 2018)		Final Targets	Year-end Results (Oct 2017 through Sept 2018)				
Agency identified EMPLOYMENT INDICATORS that will capture the outcomes their agency plans to achieve during FY 2018 through agency employment programs and services. YES - Indicators that capture outcomes the agency plans to achieve during FY 2018. NO - Indicators that capture outcomes the agency is not planning to achieve during FY 2018. <div style="text-align: right;">YES or NO</div>	PROJECTED INDIVIDUALS	TARGETS	INDIVIDUALS	RESULTS	TARGETS	INDIVIDUALS	RESULTS	TARGETS (FINAL)	PERCENTAGE ACHIEVING OUTCOME	TARGET ACCURACY
	The number of INDIVIDUALS expected to be served during: FY 2018	The number of INDIVIDUALS expected to achieve the outcome during: FY 2018	The number of INDIVIDUALS that were served from: (Oct 2017 through Mar 2018)	The number of INDIVIDUALS that were served and achieved the outcome: (Oct 2017 through Mar 2018)	The number of INDIVIDUALS expected to achieve the outcome during: FY 2018	The number of INDIVIDUALS that were served from: (Oct 2017 through Sept 2018)	The number of INDIVIDUALS that were served and achieved the outcome: (Oct 2017 through Sept 2018)	The number of INDIVIDUALS that were expected to achieve the outcome during: FY 2018	Percentage of INDIVIDUALS achieving the outcome during: FY 2018	Performance TARGET accuracy at the end of the reporting period: FY 2018

Employment

2	The number of unemployed adults who obtained employment (up to a living wage).	Yes	99	15	66	13	14	81	20	14	24.69%	142.86%
3	The number of unemployed adults who obtained employment and maintained employment for at least 90 days (up to a living wage).	Yes	99	12	66	8	10	81	11	10	13.58%	110.00%
5	The number of unemployed adults who obtained employment (with a living wage or higher).	Yes	99	5	66	3	4	81	4	4	4.94%	100.00%
9	The number of employed adults who increased their wages to a living wage	Yes	60	13	35	0	1	35	2	1	5.71%	200.00%

Justification for exceeding our targets: Beginning July 2018 NICA0 received a grant to work with Prevent Child Abuse. The new grant increased our outcomes from our six-month projections.

Education

1	The number of children (ages 0-5) who demonstrated improved emergent literacy skills.	Yes	243	206	254	184	215	305	189	215	61.97%	87.91%
2	The number of children (ages 0-5) who demonstrated skills for school readiness.	Yes	243	206	254	227	230	258	232	230	89.92%	100.87%

Individual and Family Indicators

3	The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills.											
	a. Early Childhood Education (ages 0-5)	Yes	243	206	254	216	220	305	221	220	72.46%	100.45%
4	The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills).											
	a. Early Childhood Education (ages 0-5)	Yes	243	206	254	227	230	258	234	230	90.70%	101.74%
	b. 1st grade - 8th grade	Yes	55	45	50	47	47	80	73	47	91.25%	155.32%
5	The number of parents/caregivers who improved their home environments.	Yes	75	63	79	67	67	111	98	67	88.29%	146.27%
6	The number of adults who demonstrated improved basic education.	Yes	243	206	70	60	95	119	109	95	91.60%	114.74%

Justification for exceeding our targets: Beginning July 2018 NICAO received a grant to work with Prevent Child Abuse. The new grant increased our outcomes from our six-month projections.

Assets

1	The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	Yes	164	136	81	57	120	165	133	120	80.61%	110.83%
7	The number of individuals who increased their net worth.	Yes	495	460	283	283	460	581	581	460	100.00%	126.30%

Justification for exceeding our targets: NICAO exceeded the amount of VITA applications processed for FY2018.

Housing

Individual and Family Indicators

2	The number of households who obtained safe and affordable housing.	Yes	75	5	64	0	2	37	0	2		
3	The number of households who maintained safe and affordable housing for 90 days.	Yes	75	65	64	51	60	65	57	60	87.69%	95.00%
5	The number of households who avoided eviction.	Yes	75	65	64	61	65	78	71	65	91.03%	109.23%
6	The number of households who avoided foreclosure.	Yes	75	3	64	8	9	64	17	9	26.56%	188.89%
7	The number of households who experienced improved health and safety due to improvements within their home. (e.g. reduction or elimination of lead, radon, carbon dioxide, and/or fire hazards or electrical issues)	Yes	81	81	47	47	57	87	87	57	100.00%	152.63%
8	The number of households with improved energy efficiency and/or energy burden reduction in their homes.	Yes	82	82	81	81	82	228	228	82	100.00%	278.05%
9	The number of households who receive energy savings and safety tips to improve energy efficiency	yes	4,000	4,000	4,306	4,306	4,325	4,575	4,575	4,325	100.00%	105.78%

Justification for exceeding targets:

#6. FY 2018 was the first year NICA0 was awarded funds to assist individuals with housing needs; therefore, it was difficult to provide a target.

#7 and #8 MICA0 suspended the Weatherization program on April 30, 2018. At that time the target was adjusted based on the number of homes that were completed. However, at the time I was unaware of the number of homes that were incomplete that would be completed before the end of the year, therefore the final numbers reflect the additional homes moved to completion.

Health

Individual and Family Indicators

1	The number of individuals who demonstrated increased nutrition skills. (e.g. cooking, shopping, and growing food)	Yes	1,920	1,356	1,324	944	1,200	2,597	1,827	1,200	70.35%	152.25%
2	The number of individuals who demonstrated improved physical health and well-being.	Yes	3,969	3,949	2,472	2,429	3,219	4,050	3,565	3,219	88.02%	110.75%
3	The number of individuals who demonstrated improved mental and behavioral health and well-being.	Yes	119	75	248	162	175	294	260	175	88.44%	148.57%
4	The number of individuals who improved skills related to the adult role of parents/caregivers.	Yes	105	101	97	72	101	136	114	101	83.82%	112.87%
5	The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.	Yes	305	264	286	220	264	360	312	264	86.67%	118.18%
6	The number of seniors (ages 65+) who maintained an independent living situation.	Yes	8	6	8	8	10	8	8	10	100.00%	80.00%
7	The number of individuals with disabilities who maintained an independent living situation.	Yes	40	35	50	50	60	57	57	60	100.00%	95.00%
8	The number of individuals with chronic illness who maintained an independent living situation.	Yes	18	16	10	10	14	21	21	14	100.00%	150.00%

Justification for exceeding our targets: #1. Our health program saw an influx of clients in the I-Smile and WIC programs, more than what was anticipated by the target number. #3. Beginning July 2018 NICAO received a grant to work with Prevent Child Abuse. The new grant increased our outcomes from our six-month projections.

Engagement

1	The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	Yes	35	28	48	29	32	47	37	32	78.72%	115.63%
	a. Of the above, the number of Community Action program participants who improved their leadership skills.	Yes	4	2	4	2	2	4	2	2	50.00%	100.00%

EDUCATION AND COGNITIVE DEVELOPMENT INDICATORS [RATES OF CHANGE]

COMMUNITY NATIONAL PERFORMANCE INDICATORS

FY 2018 Community Action Plan (ROMA Planning, Implementation, and Results)			Baselines and Initial Targets		6-month Results	Final Targets	Year-end Results (Oct 2017 through Sept 2018)					
Agency identified EDUCATION AND COGNITIVE DEVELOPMENT INDICATORS that will capture the community level outcomes their agency plans to achieve during FY 2018 through community initiatives.		IDENTIFIED COMMUNITY Neighborhood, City, School District, County, Service Area, State, Region, or Other	BASELINES The existing starting rate (as a percentage) used for comparisons	TARGETS The expected rate (as a percentage) at the end of the reporting period:	CURRENT RATE The existing rate (as a percentage) as of: March 31, 2018	TARGETS The expected rate (as a percentage) at the end of the reporting period: FY 2018	FINAL RATE The existing rate (as a percentage) as of: Sept 30, 2018	TARGETS (FINAL) The rate (as a percentage) that was expected at the end of the reporting period: FY 2018	ACTUAL CHANGE FROM BASELINE The percent change in the rate at the end of the reporting period: FY 2018	TARGET ACCURACY Performance TARGET accuracy at the end of the reporting period: FY 2018		
YES - Indicators that capture outcomes the agency plans to achieve during FY 2018.	NO - Indicators that capture outcomes the agency is not planning to achieve during FY 2018.											
1	Percent increase of children in the identified community who are kindergarten ready.	Yes	Mason City/Hampton	85.00%	88.00%	59.80%	88.00%	75.00%	88.00%	-11.76%	-333.33%	
2	Percent increase of children in the identified community at (or above) the basic reading level.	NO							0.00%			
3	Percent increase of children in the identified community at (or above) the basic math level.	NO							0.00%			
4	Percent increase in high school (or high school equivalency) graduation rate in the identified community.	NO							0.00%			
5	Percent increase of the rate of youth in the identified community who attend post-secondary education.	NO							0.00%			
6	Percent increase of the rate of youth in the identified community who graduate from post-secondary education.	NO							0.00%			
7	Percent increase of adults in the identified community who attend post-secondary education.	NO							0.00%			
8	Percent increase of adults in the identified community who graduate from post-secondary education.	NO							0.00%			
9	Percent increase in the adults literacy rate in the identified community.	NO							0.00%			
10	Other Performance Indicator								0.00%			

AGENCY NOTES:

Module 3, Section A: Community Initiative Status Form

Name of CSBG Eligible Entity

North Iowa Community Action Organization

	Use the dropdown menu to select the response where appropriate.	Responses
1. Initiative Name		Safe and affordable housing units maintained or improved.
2. Initiative Year	1-7+ years	Year 1
3. Problem Identification	Narrative (Provide a narrative on the scope of the problem)	Many homes in the nine counties served were not built as energy efficient homes, and many of the furnaces and air conditioners in the homes are out dated causing health and safety issue in the home.
4. Goal/Agenda	Narrative (Provide a narrative on the goal/agenda)	The goal is to assist low income families with making their homes energy efficient, healthy and safe.
5. Issue/CSBG Community Domains	Employment; Education and Cognitive Development; Income, Infrastructure, and Asset Building; Housing; Health and Social/Behavioral Development; or Civic Engagement and Community Involvement	Housing
6. Ultimate Expected Outcome	Community Level National Performance Indicators (NPIs) (Reference the Community NPIs listed in Section B)	Increase the percentage of homes occupied by low income individuals to become energy efficient homes.

7. Identified Community	Neighborhood, City, School District, County, Service Area, State, Region, or Other	Butler, Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago and Worth Counties.
8. Expected Duration	Narrative (Provide the range in years, e.g. 1-3 years)	NICAO's weatherization program is ending on December 31, 2018. However the CCP and ECIP program will continue to run as long as there are funds available to assist families.
9. Partnership Type	Independent CAA Initiative, CAA is the core organizer of multi-partner Initiative, or CAA is one of multiple active investors and partners	
10. Partners	Narrative (Provide a narrative on the key 1-3 partners)	
11. Strategy(is)	Select from the Community Level Strategies listed in Section C	
12. Progress on Outcomes/Indicators	No Outcomes to Report, Interim Outcomes, Final Outcomes	
13. Impact of Outcomes	Narrative (Provide additional information on the scope of the impact of these outcomes. e.g. If an initiative created a health clinic, please describe how many individuals and families are expected to be impacted.)	
14. Outcomes/Indicators to Report	Community Level National Performance Indicators (NPIs) (Reference the Community NPIs listed in Section B)	CNPI Counts of Change 2 Housing . The number of safe and affordable housing units maintained and/or improved through WAP or other rehabilitation efforts in the identified community.
15. Final Status	Initiative Active, Initiative Ended Early, Initiative Ended as Planned, Completed Still Delivering Value	
16. Lessons Learned	Narrative	

Module 3, Section A: Community Initiative Status Form

Name of CSBG Eligible Entity

North Iowa Community Action Organization

	Use the dropdown menu to select the response where appropriate.	Responses
1. Initiative Name		School Readiness
2. Initiative Year	1-7+ years	Began in 2015, this is year 3
3. Problem Identification	Narrative (Provide a narrative on the scope of the problem)	NICAO was already working with the Mason City and Hampton School districts to provide monitoring services to their 4 year old preschool classrooms. In reviewing the NPI's Rate of Change, we believed we were already capturing the documentation needed in meeting the NPI.
4. Goal/Agenda	Narrative (Provide a narrative on the goal/agenda)	The goal is to monitor preschool children in the identified communities to measure the percentage of children who are kindergarten ready. If we can work with school districts to ensure children are kindergarten ready, we are assisting children to be successful in school and in life.
5. Issue/CSBG Community Domains	Employment; Education and Cognitive Development; Income, Infrastructure, and Asset Building; Housing; Health and Social/Behavioral Development; or Civic Engagement and Community Involvement	Education
6. Ultimate Expected Outcome	Community Level National Performance Indicators (NPIs) (Reference the Community NPIs listed in Section B)	Increase the percentage of children in the identified community who are kindergarten ready. This will allow children to be successful in school.

7. Identified Community	Neighborhood, City, School District, County, Service Area, State, Region, or Other	Mason City School District and Hampton School District
8. Expected Duration	Narrative (Provide the range in years, e.g. 1-3 years)	This project began in 2015 and will continue as long as we have a memorandum of understanding in place to continue to monitor the district preschool programs.
9. Partnership Type	Independent CAA Initiative, CAA is the core organizer of multi-partner Initiative, or CAA is one of multiple active investors and partners	CAA is the core organizer.
10. Partners	Narrative (Provide a narrative on the key 1-3 partners)	The CAA and the Mason City School District and CAA and the Hampton School district. All are equal partners.
11. Strategy(is)	Select from the Community Level Strategies listed in Section C	STR 2I Other Education and Cognitive Development Strategy: Children attending preschool are ready for Kindergarten
12. Progress on Outcomes/Indicators	No Outcomes to Report, Interim Outcomes, Final Outcomes	For 2018 75% of the children were school ready. Changes to the Creative Curriculum data collection system from 2017 to 2018 have limited some of the results. The new data collected in FY2019 will allow for more defined measures to be used.
13. Impact of Outcomes	Narrative (Provide additional information on the scope of the impact of these outcomes. e.g. If an initiative created a health clinic, please describe how many individuals and families are expected to be impacted.)	Gives us an opportunity to collect data of all 4 year old students in the community, and not just Head Start students. It allows us to examine the aggregated data to evaluate the amount of growth made by children in all programs.
14. Outcomes/Indicators to Report	Community Level National Performance Indicators (NPIs) (Reference the Community NPIs listed in Section B)	CNPI 2g Percent increase of children in the identified community who are kindergarten ready .
15. Final Status	Initiative Active, Initiative Ended Early, Initiative Ended as Planned, Completed Still Delivering Value	
16. Lessons Learned	Narrative	