

**Division of Community Action Agencies  
Iowa Department of Human Rights**

**Agency Performance Report  
Fiscal Year 2008**

December, 2008

Administrator: William J. Brand  
Division of Community Action Agencies  
Iowa Department of Human Rights  
Lucas State Office Building – 2<sup>nd</sup> Floor  
Des Moines, Iowa 50319  
Phone: (515) 281-3268  
Fax: (515) 242-6119  
[bill.brand@iowa.gov](mailto:bill.brand@iowa.gov)

## INTRODUCTION

In accordance with Iowa Code Section 8E.210, I am pleased to present the Division of Community Action Agencies' (DCAA) Performance Report for Fiscal Year 2008. This report details the work and accomplishments of the Division over the past year in its efforts to be a results-oriented, customer-focused, collaborative agency that is accountable to citizens and policy-makers.

Programs administered by the Division served nearly 300,000 Iowans last year. Major accomplishments in FY08 included addressing the energy affordability crisis in our state by leveraging over \$11 million in additional funds from public and private sources to increase the impact of the energy assistance program, achieving a \$394 average annual energy cost savings for low-income households served by the Weatherization program, and implementing the Developmental Assessment and Resolution Program pilot project to target assistance to households facing energy affordability crises. Further, the Division, in partnership with local community action agencies and other community-based organizations developed the Individual Development Account program to assist low-income families to accumulate long-term assets through savings and financial education efforts.

The Division also developed new monitoring and technical assistance strategies focused on board governance issues designed to strengthen Iowa's non-profit community-based organizations and increase the accountability and effectiveness of boards of directors. The Division has led the development and adoption of new measures of family progress to self-sufficiency in the Family Development and Self-Sufficiency (FaDSS) program while continuing our focus on high quality, strength-based family development services.

Significant challenges continue to exist in the nature and causes of poverty, including a slowing economy, low wage jobs that do not support self-sufficiency for many working families, unaffordable energy costs, low job skill level and educational attainment, lack of quality affordable child care, high cost of health care and insurance, inadequate transportation, and insufficient resources to address these challenges. Many families continue to struggle with barriers to self-sufficiency such as mental health, substance abuse, and domestic violence.

Despite these challenges, DCAA and the network of community action agencies and other local community-based organizations continue to develop and implement innovative and effective strategies to address the conditions of poverty in our state.

The Division of Community Action Agencies at the Iowa Department of Human Rights is proud to be a key partner in this statewide, community-based effort to improve the quality of life for all Iowans. I invite your closer examination of the many accomplishments described in this report.

Sincerely,

William Brand  
Administrator  
Division of Community Action Agencies

## AGENCY OVERVIEW

The Division of Community Action Agencies (DCAA) is a Division of the Iowa Department of Human Rights. The Division is responsible for the administration of federal and state programs operated through a statewide network of community action agencies and other community-based organizations designed to foster self-sufficiency of Iowa's low-income citizens. Programs administered by DCAA served nearly 300,000 Iowans in FY08, with a budget of approximately \$75 million.

It is DCAA's vision to "be a recognized leader on issues affecting low-income Iowans. We will support and create partnerships with strong, accountable community action agencies and other community based organizations that provide superior services resulting in an improved quality of life for Iowa's low-income families".

It is the mission of DCAA "to support community action agencies and other community based organizations efforts to assist low-income families with basic energy, food, and shelter needs and in working towards achieving self-sufficiency".

The DCAA is comprised of 13 staff members, led by the division administrator. The Division administers several federal block grants and state funded efforts, including the Community Services Block Grant, Low-Income Home Energy Assistance Program (LIHEAP), the Weatherization Assistance Program, Community Food and Nutrition Program, and the Family Development and Self-Sufficiency (FaDSS) program. In addition, the Division leads multiple other collaborative efforts among a variety of stakeholders and partners.

The Division Administrator and nine-member DCAA Commission are appointed by the Governor. The Family Development and Self-Sufficiency (FaDSS) program is governed by the FaDSS Council, as designated by Iowa Code. Both the Commission and Council include public and private sector members, including consumers, that help set agency direction.

The Division is guided by the following set of principles:

### *Customer Focus*

Customer focus means engaging our customers in:

- the identification of agreed upon individualized results
- the planning, design, and delivery of the processes, supports, services and products to achieve results
- the allocation of resources in a cost effective manner
- the evaluation of our services, supports and results

### *Results/Outcomes Orientation*

Results/Outcomes based decisions are based on the end results or impact that the activities, programs, and services are making on the families, communities, and agencies that we serve.

### *Empowerment*

Empowerment is information, training, resources and the authority that enables us and our customers to innovate, make decisions and act responsibly to achieve results and affect our future.

### *Collaboration*

Collaboration means sharing expertise and resources in reaching mutual goals.

### *Process Improvement*

Process Improvement is outstanding performance achieved through the application of quality principles in all our processes as we respond to our customers.

### *Long-term thinking*

Long-term thinking means concentrating our efforts to the future regarding trends in policy, demographics, results, return on investment, and our "environment".

### *Data Based Decisions*

Data Based Decisions are decisions made based on current and valid information received from internal or external sources.

### *Strength Focus*

Interactions with customers will focus and build on strengths.

**The Bureau of Community Services** administers three anti-poverty programs: Community Services Block Grant (CSBG), Family Development and Self-Sufficiency Grant program (FaDSS), and the Community Food and Nutrition Program (CFNP). The federal CSBG provides support for Iowa's 18 community action agencies to create, coordinate, and deliver a wide variety of programs and services to low-income Iowans, including health, education, housing, employment, nutrition, emergency services, community linkages, and other self-sufficiency efforts.

In FY 2008, agencies served over 118,638 families and 299,407 individuals, including 125,920 children. The CSBG also assisted local agencies in leveraging over \$175,000,000 in additional federal, state, local, and private funding. Local agencies also leveraged an additional \$14.9 million in in-kind goods and services. Iowa's CSBG funding in FY 2008 was \$7 million.

In partnership with the Iowa Department of Human Services, the Bureau administers the FaDSS Grant program. FaDSS provides services to Family Investment Program families facing multiple barriers to self-sufficiency. The FaDSS program provided comprehensive in-home services through certified Family Development Specialists to approximately 3,700 families, including over 7000 children, in FY 08. The FaDSS program is a nationally recognized model which has demonstrated that it pays off, both in social and economic terms, to invest in high quality intensive services by partnering with families at risk of long term welfare dependency to identify barriers to self-sufficiency and strategies to address those barriers on a family-specific basis.

Results show that FaDSS families earn more wages, make substantial progress in a variety of self-sufficiency measures such as education, job training, housing, and mental health counseling, and stay off welfare longer than non-FaDSS families. For each dollar invested in the FaDSS program in FY 08, there was a return of \$1.25 in wages earned and FIP savings for FaDSS families.

**The Bureau of Energy Assistance** administers the federally funded Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP is designed to assist qualifying low-income households in the payment of a portion of their winter heating costs, and to encourage energy conservation through client education and weatherization.

The program provided assistance to 85,338 Iowa households in FY08, providing an average one-time benefit of \$390 per household. The average benefit increased from \$317 in FY 07 due to increased federal appropriations. Nearly one in three households has an elderly resident, and nearly half have a disabled member. Over 92% of LIHEAP recipients are NOT receiving TANF benefits. In the face of rapidly increasing energy costs, low-income Iowa households are losing ground in the battle for affordable energy. LIHEAP payments are weighted to award higher benefits to targeted households, including the elderly, disabled, working poor and households with children under six years of age. Additionally, benefits are weighted to account for a household's level of poverty.

Beyond regular assistance payments, LIHEAP has two additional components: Assessment and Resolution and Emergency Crisis Intervention Program (ECIP). Activities covered under the Assessment and Resolution component include delivering client energy conservation education, referral to outside services, family needs assessment, budget counseling, vendor negotiation, household energy use assessment, household energy use planning, and low-cost energy efficiency measures.

Under this component, DCAA has implemented the Developmental Assessment and Resolution Program (DARP) to target families facing energy crises with intensive services including utility payment plan negotiation, household financial planning, and energy conservation, with the goal of maintaining utility payments and avoiding disconnection.

The ECIP component of LIHEAP provides immediate assistance to alleviate life-threatening situations. Assistance payments are made for repair or replacement of a furnace or heating system, obtaining temporary shelter, purchase of blankets and/or heaters, emergency fuel deliveries, purchasing or repairing air conditioning equipment when medically necessary, purchasing fans, and transporting clients to cooling centers during times of extreme heat. Households certified eligible for LIHEAP are protected from disconnection of gas or electric service from November 1st until April 1st under Iowa's winter moratorium law.

**The Bureau of Weatherization** administers the federal Low-Income Weatherization Assistance Program (WAP). This is the nation's largest residential energy efficiency program. The program reduces the burden of energy costs to low-income and fixed-income persons, particularly the elderly, disabled, and families with children, by improving the energy efficiency of their homes and ensuring their health and safety. In Program Year 2007, 33% of the households served included at least one elderly person, 44% included at least one disabled person and 18% included young children.

The Weatherization Program served 1,765 households to provide an average of \$394 in annual savings per home. The Bureau received \$4.1 million in federal Department of Energy funds, \$4.5 million from LIHEAP and \$4.8 million from investor-owned utility companies to supplement the federal funds. This was a reduction in funding of about 15% in federal funds.

The program also conducts a health and safety check on every home weatherized. This consists of inspecting all combustion appliances for carbon monoxide leaks and for the proper venting of gases. Unsafe furnaces are repaired or replaced. Homes are also inspected for other possible health and safety problems such

as mold and unsafe electrical wiring. Carbon monoxide detectors and smoke detectors are installed in some cases. In PY2007, the program repaired or replaced furnaces in 56% of the homes, water heaters in 34% of the homes.

**DCAA customers** include Iowa's low-income citizens and families, community action agencies, other community-based organizations, the Department of Human Rights Director, the Division of Community Action Agencies Commission, the Family Development and Self-Sufficiency (FaDSS) Council, U.S. Dept. of Energy, U. S. Dept. of Health and Human Services, the Governor, Legislature, utility providers, vendors, Department of Management, the Department of Natural Resources, the Department of Human Services, and others.

For more information about the programs administered by the Division of Community Action Agencies, including agency annual reports, please access our website at <http://www.dcaa.iowa.gov>

## PERFORMANCE PLAN RESULTS

### CORE FUNCTION

**Name:** Economic Support

**Description:** Additional funds leveraged beyond the federal LIHEAP block grant

**Why we are doing this:** The Division of Community Action Agencies administers several programs designed to reduce the burden of high energy costs for Iowa households. The federally funded Low-Income Home Energy Assistance Program block grant is designed to aid qualifying households in the payment of a portion of their residential heating costs for the winter heating season. The program's energy crisis intervention component is designed to provide immediate response to alleviate potentially life-threatening situations, and the client education component of the program provides funds for activities that encourage regular utility payments, promote energy awareness and encourage reduction of energy use through energy efficiency, client education and weatherization.

**What we're doing to achieve results:** The Division leverages state and local community action efforts to apply for additional federal energy assistance funds to supplement the regular Low-Income Home Energy Assistance Program (LIHEAP) funds. The Division has also established a partnership with the Iowa Association of Community Action Agencies to seek additional private sector funding sources for the Low-Income Home Energy Assistance Program, including efforts to increase contributions to utility company customer contribution funds and other private sector funding sources, and expand participation in the Telephone Lifeline program.

## Results

**Performance Measure:**

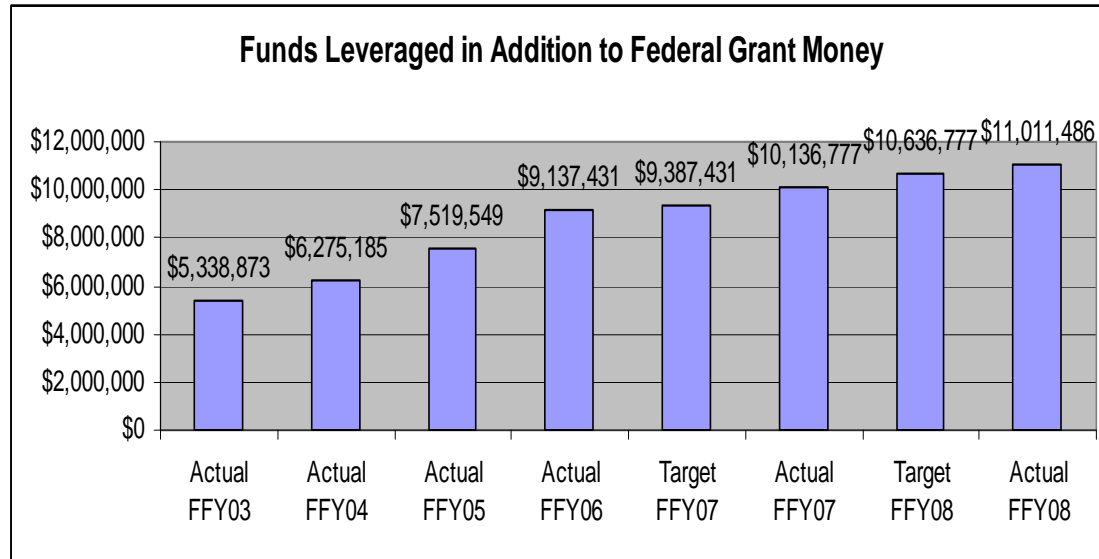
Funds leveraged in addition to federal block grant.

**Performance Target:**

\$500,000 increase in leveraged funds, to a total of \$10,636,777.

**Data Sources**

Federal leveraging report, Iowa Utility Board reports, local community action agency reports



**Data reliability:** Data is procured from reports from the Iowa Utility Board, U.S. Dept of Health and Human Services, and reports required by DCAA from local community action agencies.

**Why we are using this measure:** Funds leveraged in addition to the federal LIHEAP grant are used to provide additional benefits to eligible households, thus increasing energy and utility affordability.

**What was achieved:** The Division was successful in leveraging \$11,011,486 in additional resources, an increase of \$874,709. This exceeded the goal of a \$500,000 increase.

**Analysis of results:** The results were based on an increase of \$250,671 in utility customer contributions, an increase in the number of Telephone Lifeline participants of 7,830 resulting in \$789,660 in additional funds, and a decrease in the federal leveraging grant of \$165,122 due to elimination of the grant in FY08. This grant is will be reinstated by USHHS in FFY09. The goal of energy affordability for all Iowans is not achievable without major new infusions of federal funds, enactment of a federal energy policy that addresses affordability, or action by the state of Iowa to address energy affordability. Recommendations for state action have been proposed by the Governor’s Energy Policy Task Force, the DCAA Commission, and the Iowa Community Action Association.

**Factors affecting results:** Weather and fuel prices, federal funding levels, private customer contributions, state of Iowa contributions to energy assistance, decision by USDHHS to suspend the leveraging grant for FY08, and action by other states that decrease Iowa's share of federal leveraging funds all affect this result.

**Resources used:** Federal LIHEAP funds, federal leveraging funds, utility customer contributions, and Lifeline funds provide direct support to eligible households. DCAA receives administrative support from only the LIHEAP funds.

## CORE FUNCTION

**Name:** Economic Support

**Description:** Energy savings per household weatherized

**Why we are doing this:** The Division of Community Action Agencies administers several programs designed to reduce the burden of high energy costs for low-income Iowa households. The Weatherization Assistance Program (WAP) is an energy efficiency program designed to make the homes of low-income clients more energy efficient, thereby reducing energy consumption and reducing the household's fuel bills. The program also increases the health and safety of occupants by identifying and mitigating such health and safety problems as carbon monoxide, combustion appliance back drafting and high indoor moisture levels. States must administer the program in accordance with DOE rules and regulations.

**What we're doing to achieve results:** The Division administers the WAP with U.S. Dept. of Energy, U.S. Dept. of Health and Human Services, and Iowa investor-owned utility funds through local grantees to provide energy efficiency measures to low-income homes. Priority lists are developed based on energy consumption reports to maximize efficiency gains. DCAA provides on-going state of the art training and technical assistance to local grantees, develops programs standards, and monitors local grantee program quality and fiscal management to achieve results.

## Results

### **Performance Measure:**

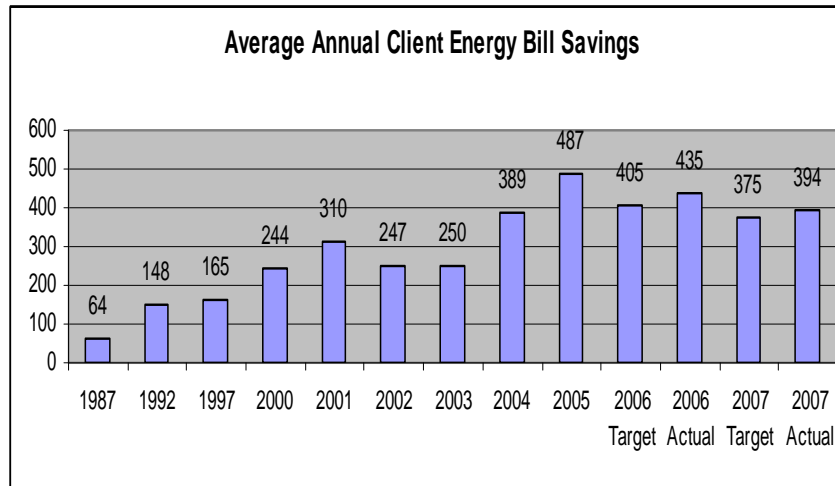
Average energy saved per household.

### **Performance Target:**

\$375 in annual energy savings.

### **Data Sources**

Reports from local grantees, independent review



**Data reliability:** Data is procured from reports required by DCAA from local community action agencies and annual data analysis performed by independent energy consultants.

**Why we are using this measure:** Annual energy savings assist low-income households in reducing unaffordable energy burdens, reduce energy consumption, and increase household health and safety.

**What was achieved:** The Weatherization program weatherized 1,765 homes and achieved annual energy costs saved per home of \$394. This result exceeded the PY07 target of \$375. These energy savings translate into \$13.2 million in savings over the lifetime of the measures at today's fuel prices. When fuel cost inflation is calculated, real energy cost savings are significantly higher over the life of the measures. Average savings per home were less than PY06 due to 15% funding reduction from the US Dept of Energy.

**Analysis of results:** Continued adoption of new technologies, program standards, and delivery of quality training and technical assistance has allowed the Weatherization program to achieve results. In addition to fuel cost savings, the program provides incalculable benefits in health and safety, as 56% of the homes served had health and safety risks, such as furnaces and water heaters leaking carbon monoxide. Additional societal benefits are achieved through the preservation of low-income housing stock and more affordable housing for elderly citizens who might otherwise be forced to seek other alternatives.

**Factors affecting results:** Funding, contractor capacity, training needs of grantees, and adoption of costly new technologies present ongoing challenges.

**Resources used:** The Weatherization Assistance Program is funded by the U.S. Dept. of Energy, the U.S. Dept. of Health and Human Services, and Iowa investor-owned utility companies.

## CORE FUNCTION

**Name:** Community Coordination

**Description:** The Division in collaboration with community action agencies will implement a new Developmental Assessment and Resolution (DARP) program to target households facing eminent energy crisis and utility disconnection to reduce disconnections and increase household utility payments.

**Why we are doing this:** Iowans are facing record levels of utility accounts in arrears, record amounts of payments overdue, and record numbers of utility disconnections. Consistent with our mission, the Division seeks new strategies and partnerships to increase energy affordability for low-income households.

**What we're doing to achieve results:** The Division, in cooperation with the Iowa Community Action Association and local community action agencies, developed and implemented the second year of the Developmental Assessment and Resolution Program (DARP) pilot project. This project targets Iowa households facing utility disconnection with comprehensive, developmental services designed to move the household away from crisis, avoid crisis in the future, and keep utility accounts current. Services will include family budgeting, payment plan negotiation, household resource analysis, and energy conservation education. The pilot targeted 2000 households statewide in FFY 08. Planning, training, and software development were completed and implemented in 2007-08.

Baseline data has been collected, showing that of the 1,975 families participating, 310 were able to get or stay current on their utility bills. In addition to all families receiving budget counseling and energy efficiency education, over 150 families were able to access additional services such as food bank, nutrition assistance, earned income tax credits, telephone lifeline, and rental assistance. The pilot indicates the ongoing and persistent unaffordability of energy for many Iowa families.

Data collection and analysis of DARP results are ongoing and will result in program modification and adoption of best practices.

**Why we are using this measure:** Community coordination and collaboration efforts by the Division are a core function of the organization and represent a guiding principle for the agency. Energy affordability and is a key component of family well-being and self-sufficiency.

## **Other Community Coordination Efforts:**

The Division developed or continued four additional key partnerships with other organizations during FY08, each designed to improve services consistent with the mission of the agency to support community-based organizations' efforts to increase the self-sufficiency of Iowa's low-income citizens:

1) The Division, in partnership with the Iowa Community Action Association and other state and community-based organizations, with the support of a \$150,000 state appropriation, developed the Iowa Individual Development Account (IDA) Program. IDA's are designed to promote the accumulation of long-term assets that lead to self-sufficiency for low-income families. The program will provide state funds of up to \$2,000 to match savings made by individuals whose annual household income does not exceed 200 percent of the federal poverty level.

The accounts may be used for the purchase of a home, pay for education or job training, start a business, purchase an automobile, or purchase assistive technology, home or vehicle modification, or other device or physical improvement to assist the individual or family member with a disability.

Participating individuals will also be required to complete financial education classes and asset-specific training. The program is both a family self-sufficiency effort and an economic stimulus strategy. Administrative rules have been drafted with plans to launch the program in January '09.

2) DCAA implemented year two of the Developmental Assessment and Resolution Program (DARP) pilot project to target families facing energy crises with intensive services including utility payment plan negotiation, household financial planning, and energy conservation, with the goal of maintaining utility payments and avoiding disconnection. Baseline data has been collected, showing that of the 1,975 families participating, 310 were able to get or stay current on their utility bills. In addition to all families receiving budget counseling and energy efficiency education, over 150 families were able to access additional services such as food bank, nutrition assistance, earned income tax credits, telephone lifeline, and rental assistance.

Data collection and analysis of DARP results are ongoing and will result in program modification and adoption of best practices.

3) The Division further developed its partnership with local community action agencies, Iowa's telephone companies, and the Iowa Utilities Board to implement an outreach and enrollment effort for the Telephone Lifeline program. Through these efforts, community action agencies in Iowa enrolled 7,830 new households in the program in FY08. This resulted in an estimated increase of \$789,660 in additional Federal Communications Commission Universal Service funds to flow to Iowa in the form of discounted telephone charges to low-income households. The total for all participating households was approximately \$11.2 million in FCC funds coming to Iowa in FY08.

4) The Division reviewed and retooled its CSBG program operations monitoring instrument and procedures, using information and guidance provided in the Office of Community Services' (OCS) Information Memorandum (Transmittal #82), OCS's CSBG Monitoring Standards document, NASCSP's Monitoring Principals and Practices Training, and other State monitoring tools.

Although all aspects of the CSBG program operations monitoring instrument and procedures were reviewed, most of the updating was focused on community action agency board governance issues. The DCAA emphasizes the importance of strong, active and accountable community action agency boards, and

improving the board governance section of its monitoring tools and procedures will help ensure Iowa's community action agencies are accountable and effective in fulfilling their mission.

**Analysis of results:** Results show high level of success for each collaboration, as measured by the implementation of the new IDA program, progress, lessons learned, and best practices identified through the DARP pilot project, the amount of funds leveraged for the Lifeline program, and stronger accountability measures for local agency governing boards.

**Factors affecting results:** Effective partnerships require time, money and innovation. Resource allocation and staffing capacity are limiting factors. Ability and willingness of partners to participate also affect results.

## AGENCY PERFORMANCE PLAN RESULTS FY 2008

<b>Name of Agency: Department of Human Rights, Division of Community Action Agencies</b>			
<b>Agency Mission: To support community action agencies and other community based organizations' efforts to assist low-income families with basic energy, food and shelter needs and in working toward self-sufficiency</b>			
<b>Core Function: Economic Supports</b>			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Additional Energy assistance funds leveraged	\$500,000 increase \$(10,636,000 total)	\$874,709 increase (\$11,011,486 total)	What Occurred: Increased Telephone Lifeline enrollment, increase in federal leveraging award, and increased customer contributions.  Data Source: Grantee reports, IUB reports, USHHS report
2. Energy savings per household weatherized	\$375	\$394	What Occurred: Training, technical assistance and support, new technologies, grantee efforts, high fuel prices contribute to higher savings.  Data Source: Independent energy consultant report

<b>Service, Product or Activity: Weatherization, LIHEAP programs</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. # of households served in WAP</b>	<b>2,000</b>	<b>1,765</b>	<p><b>What Occurred:</b> Federal DOE funding was decreased 15% from estimated level, reducing production level.</p> <p><b>Data Source:</b> US Dept of Energy, grantee program and fiscal reports</p>
<b>2. average household LIHEAP benefit</b>	<b>\$300</b>	<b>\$390</b>	<p><b>What Occurred:</b> average benefit exceeded target due to increased federal funding.</p> <p><b>Data Source:</b> grantee program and fiscal reports</p>

## **AGENCY PERFORMANCE PLAN RESULTS FY 2008**

<b>Name of Agency: Department of Human Rights, Division of Community Action Agencies</b>			
<b>Agency Mission: To support community action agencies and other community based organizations' efforts to assist low-income families with basic energy, food and shelter needs and in working toward self-sufficiency.</b>			
<b>Core Function: Community Coordination and Development</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. Community action agencies will implement year two of the Developmental Assessment and Resolution (A&amp;R) program to target households facing eminent energy crisis and utility disconnection to reduce disconnections and increase household utility</b>	<b>18 agencies</b>	<b>18 agencies</b>	<p><b>What Occurred:</b> partnership with Iowa Community Action Association, local agencies, regulated utilities refined. Program manual developed, data systems developed, statewide training provided, and enrollment, program and referral services implemented.</p> <p><b>Data Source:</b> Local community action plans submitted to DCAA, agency reports, training sessions provided.</p>

payments.			
% of accounts in arrears, % of households leveraging additional resources.		16% of accts out of arrears, 7% hh leveraged additional resources.	Data indicates that most DARP households are already receiving all the benefits they are eligible for, and despite energy conservation and households budgeting efforts, energy continues to be unaffordable. Identification of best practices and program modifications are underway.
<b>Service, Product or Activity: Advocacy</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>Developmental Assessment and Resolution program implemented with all local agencies and stakeholders.</b>  <b>Program operating in all agencies, Data collection in place</b>	<b>Year two of pilot implemented in all agencies by Oct. 1, '07</b>	<b>Plan completed and implemented</b>	<b>What Occurred:</b> Work with 18 community action agencies, association, and other stakeholders to design second year implementation plans, orientation and training plan. <b>All agencies have program operating and data collection system implemented.</b>
<b>18 agencies receive ongoing training and technical assistance for program.</b>	<b>Ongoing training provided</b>	<b>Orientation and training completed</b>	<b>What Occurred:</b> Planning, education, training, and technical assistance provided to 18 community action agencies in cooperation with Association and training partners. Statewide, regional, and agency-based training provided, monthly conference calls conducted.  <b>Data Source: reporting to DCAA</b>

# **Division of Community Action Agencies Directory**

## **COMMISSION ON COMMUNITY ACTION AGENCIES**

Thomas Letsche,	Remsen
Merl L. McFarlane	Oelwein
Kathy Beauchamp	Des Moines
Bob Knowler	Sioux City
Marc Lindeen	Mount Pleasant
Sister Carol Besch	Hampton
Amy Peiffer	Stockton
Kevin Middleswart	Indianola
Robert Tyson	Waterloo
Walter Reed, Ex-Officio	Waterloo

## **2005 DIVISION OF COMMUNITY ACTION AGENCIES STAFF**

Bill Brand, Administrator	(515) 281-3268	<a href="mailto:Bill.Brand@iowa.gov">Bill.Brand@iowa.gov</a>
Marcia Thompson, Administrative Assistant	(515) 281-3861	<a href="mailto:Marcia.Thompson@iowa.gov">Marcia.Thompson@iowa.gov</a>
	(515) 281-4204	

### **Bureau of Community Services**

Greg Pieper, CSBG Program Coordinator	(515) 281-0474	<a href="mailto:Greg.Pieper@iowa.gov">Greg.Pieper@iowa.gov</a>
Tim Fitzpatrick, FaDSS Program Manager	(515) 281-5938	<a href="mailto:Tim.Fitzpatrick@iowa.gov">Tim.Fitzpatrick@iowa.gov</a>
Lorie McCormick, FaDSS Program Manager	(515) 281-3791	<a href="mailto:Lorie.McCormick@iowa.gov">Lorie.McCormick@iowa.gov</a>

### **Bureau of Energy Assistance**

Jerry McKim, Bureau Chief	(515) 281-0859	<a href="mailto:Jerry.McKim@iowa.gov">Jerry.McKim@iowa.gov</a>
John Burnquist, Program Planner	(515) 281-4893	<a href="mailto:John.Burnquist@iowa.gov">John.Burnquist@iowa.gov</a>

### **Bureau of Weatherization**

Jim Newton, Bureau Chief	(515) 242-6314	<a href="mailto:Jim.Newton@iowa.gov">Jim.Newton@iowa.gov</a>
Mark Bergmeier, Technical Specialist	(515) 281-3951	<a href="mailto:Mark.Bergmeier@iowa.gov">Mark.Bergmeier@iowa.gov</a>
Rosemary Hoover, Accountant	(515) 242-6120	<a href="mailto:Rosemary.Hoover@iowa.gov">Rosemary.Hoover@iowa.gov</a>
Gwen Howe, Program Specialist	(515) 281-3988	<a href="mailto:Gwen.Howe@iowa.gov">Gwen.Howe@iowa.gov</a>
Mike Speed, Technical Specialist	(515) 281-4586	<a href="mailto:Mike.Speed@iowa.gov">Mike.Speed@iowa.gov</a>
Christine Taylor, Program Specialist	(515) 281-4565	<a href="mailto:Christine.Taylor@iowa.gov">Christine.Taylor@iowa.gov</a>

For more information, visit us at our website at- <http://www.dcaa.iowa.gov>

