

# Eastern Idaho Special Services Agency



1968  
**35<sup>th</sup>**  
*Anniversary*  
2003

# VISION OF E.I.S.S.A.

Eastern Idaho Special Services Agency  
is a healthy organization that strives to create an opportunity for  
all people to reach their highest level of independence and  
self-sufficiency.

Our organization is one that has an active and participating  
Board of Directors and staff that is engaged in our mission and  
anxious to work toward organizational goals.

E.I.S.S.A. actively seeks opportunities to develop new programs and  
has a sound and diverse financial structure.



## MISSION STATEMENT

Create communities where all people have  
access to essential services and the opportunity to  
achieve the highest possible level of  
independence and self-sufficiency.

*~AS APPROVED BY E.I.S.S.A.'S BOARD OF DIRECTORS  
DECEMBER 2002*

# Board of Directors

The Federal Office on Management and Budget (OMB) provides the Administrative Requirements for non-profits. In that OMB circular (A110), the regulations require E.I.S.S.A., as a non-profit to have certain components and conditions governing the organization.

The *BOARD OF DIRECTORS* is the principal policy-making unit. Major policy-making authority may be delegated to the committees or policy councils. The Board of Directors formulates financial policies, delegates administration of the policies to the administrative staff, and reviews operations and activities.

## Eastern Idaho Special Services Agency, Inc. Board of Directors 2002

### Class "A" - Public Officials

Bart Davis ..... State Legislative Representative  
Lee Staker ..... Bonneville County Commissioner  
Reed Sommer ..... Madison County Commissioner  
Kay Beck ..... City of Rexburg  
Chandra Evans ..... City of Idaho Falls

### Class "B" - Participant Representatives

Michael H. Hinman ..... Idaho Legal Aid  
Donald F. Lloyd ..... AARP - Idaho Falls  
Debbie Horton ..... Regional Council of Ministry  
Penny Pinson ..... District VII Health - Idaho Falls  
Sarah Russell ..... E.I.S.S.A. Head Start

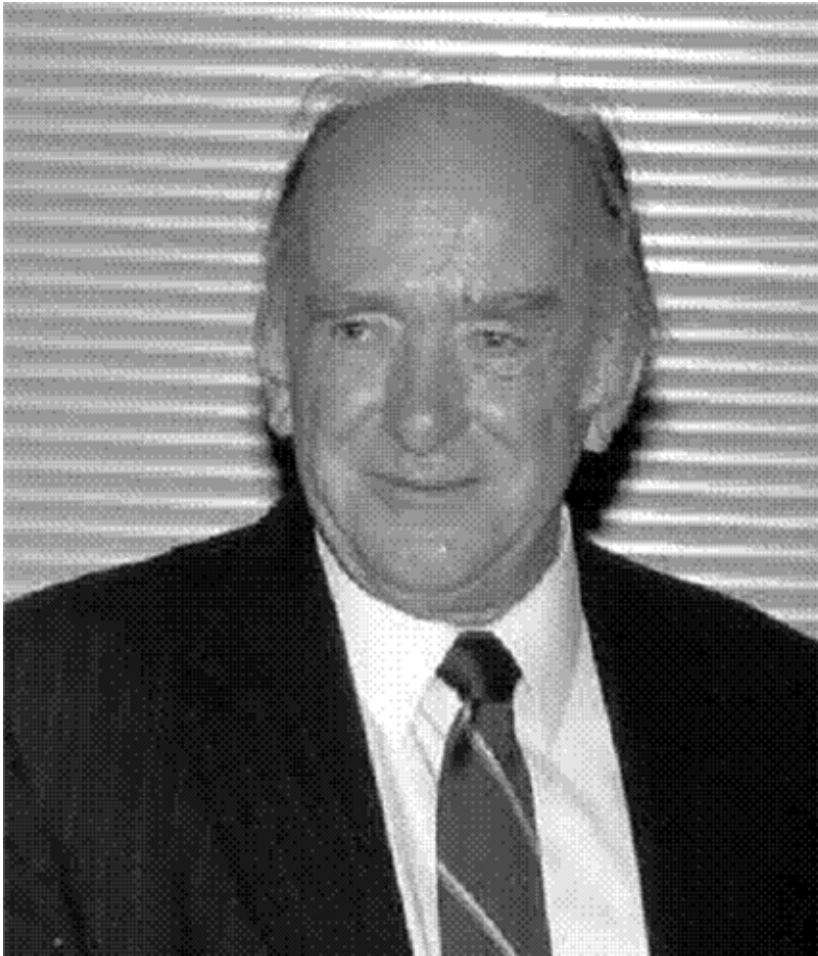
### Class "C" - Community Organizations

Oval Caskey ..... American Legion - Mackay  
Doug Flint ..... Zions Bank - Idaho Falls  
Lewis Blurton ..... Falls Southern Baptist Church  
Robert Pearson ..... Rotary Club of Idaho Falls  
Veronica Schroeder ..... Idaho Housing & Finance Association

### Officers for 2002

President	<i>Michael Hinman</i>
Vice President	<i>Penny Pinson</i>
Secretary	<i>Debbie Horton</i>
Treasurer	<i>Lewis Blurton</i>
Asst. Secretary	<i>Lois Perry</i>
Asst. Treasurer	<i>John Pfeiffer/Jay Doman</i>

# A Look Back Way Back!



I don't suppose anyone in his wildest imagination could have predicted the little project we began 35 years ago would still be around today.

In the late sixties there was a lot of excitement in the area of social action. The country had embarked upon a "War on Poverty", the civil rights movement was in full swing, and Idaho Falls was not insulated from the world around. Things were happening here as well. Two Methodist pastors and I had organized our own social action committee. I remember Willy Ludlow, St. Paul's Methodist, and Milt Jordan, Trinity Methodist, and I, on a local access TV channel, trying, without much success, to stir things up. We had hoped we could generate a lively discussion of social issues, but either no one was tuned in, or everyone was turned off.

One result of our collaboration was a community wide conference aimed at the identification of community concerns. Senator Frank Church was a speaker and the conference drew representatives of local government, churches, civic organizations, and social services agencies. One product of the meeting was the agreement that we needed to coordinate our efforts to avoid duplication and to fill in gaps in service. That understanding led to the formation of the Bonneville Interagency Council (B.I.C.).

The council began to meet on a regular basis and was very serious in its effort to fulfill its mandate. Along about that time, the State Economic Opportunity Office/Office on Aging was looking for local groups to undertake projects that could use some of the funds the State was receiving from the Federal Government. We generally agreed our community was not ready to become a *Community Action* grantee under the Office of Economic Opportunity, but we might be able to do something with seniors. Young people who met the poverty guidelines were one thing, an unrestricted senior group was another. So, the Bonneville Interagency Council became grantee for a \$25,000 Senior Opportunities and Services project, which seemed like a good idea at the time.

October 6, 1968

# Agency For Elderly Noted By Council

"Establishment of a Special Services Agency to help the elderly in Idaho demonstrates only a fraction of the potential behind the concept of the Interagency Council," said Bob Steiling, member of the Council's board of directors at Friday's noon meeting at the Bonneville Hotel.

The Interagency Council is sponsoring the new Special Services Agency which is setting up temporary headquarters in St. John's Episcopal Church. The Rev. Jack T. Viggers pointed out that his church is donating office space and facilities temporarily, until the Special Service Agency can locate and staff its own permanent quarters.

The Special Services Agency is being set up to help elderly and retired persons in all walks of life, regardless of religious or ethnic background.

"It is our hope that we can give practical help to our aged citizens, to bring their talents into the mainstream of community life, and to show them that the community is concerned about their needs," the Rev. Viggers said.

### Agency Director

Introduced to board members at the meeting was Jerome Eden, newly appointed director of the Special Services Agency.

John W. Morfitt, treasurer of the board, expressed the appreciation of board members to the Rev. Viggers "for suc-

cessfully spearheading the establishment of the Special Services Agency. "It is one thing to merely talk about developing a service for the elderly, but it is quite another thing to actually start such a project; and Jack Viggers certainly deserves a vote of thanks from the entire board for his efforts," Morfitt said.

"Now that the Special Services Agency is about to begin operations," Steiling said, "we of the Interagency Council hope that other organizations in Idaho Falls will join with the Interagency Council in establishing further community services which can benefit both young and old."

Jerome Eden, newly appointed director of the Special Services Agency, will assume his duties on Friday, Oct. 11, with temporary headquarters at St. John's Episcopal Church. The Interagency Council is sponsoring the new agency.

As director of the Special Services Agency, Eden will head up two major projects. The first is to coordinate the first phase of the Older Americans Act, which offers a variety of services to older people in Idaho Falls.

Previously military officer and commander of The Post-Register, Eden came to Idaho Falls in March 1961 from Vandalia, Alaska, where he conducted a printing and publishing business and published a weekly newspaper. He holds a BA degree in English and an MA in education from Columbia University.

During World War II and Korean War, Eden was with the U. S. Navy Hospital Corps and worked closely with the American Red Cross and other service organizations.

**Board Members**  
Members of the board of directors of the Special Services Agency are: Dick Branstetter, Benneville County commissioner; Mrs. Alta Kesteven of the City County Health Department; Don H. Nong, with the AEC; Major Eddie Reid, Salvation Army; Charles Johnson, District #1 of the Rev. Jack T. Viggers, pastor; Rev. Steiling, Regional Council for Christian Ministry.

Also on the board are Orval Tatro, Mrs. Carolyn Smith, Leona Thompson, Judy Gorman and Elaine Gaudin.



Jerome Eden

We had only a vague idea as to what we would do with the money. We formed a committee to manage the project (I was selected chairman) and we hired a director. Our committee wasn't large, but it was active. We had some heavy hitters in those days. I remember with admiration and affection, people like Charles Brizzee, who was School District #93 psychologist, and Aden Hyde, State Representative, and others who gave time and energy. An early act was to hire Jerome Eden, a reporter for the Post Register, and that got the Agency underway. The first significant program was ECHO, a telephone reassurance aimed to serve elderly or disabled persons living alone. A daily contact gave assurance that help was available if needed. From that small beginning, an important contribution to the life of the community was grown.

Over the years, E.I.S.S.A. has had the support of a great many people. Were I to try to name all the volunteers or employees who made substantial contributions, my *senior memory* would fail me and I would forget someone of special importance. People such as Cliff Brady, Leo Clawson and Oval Caskey, are impossible to forget. Others like Orval Hansen, Skip French and Beth Madsen; Marilyn Howard and Beatrice Dolan, all stand out in my memory.

*I must say, I have a great sense of personal satisfaction when I look back on the evolution of Eastern Idaho Special Services Agency and see the great enterprise it has become. I am grateful to have been a part of its life.*

  
Jack T. Viggers

# Letter from the President of the Board

Tonight we celebrate 35 years of Eastern Idaho Special Services Agency.

“What a long, strange trip it’s been.” Thirty-five years ago that line was the anthem for the Grateful Dead, a hippie band out of San Francisco that would become world famous. Today the Grateful Dead is part of mainstream America, their tied-died shirts have been worn in the Olympics and lines from their songs are used in advertising jingles and best selling books.

Thirty-five years ago, Jack Viggers and a small group of dedicated individuals began Eastern Idaho Special Services Agency with a \$25,000 grant from the Office of Economic Opportunity. There was one employee. Today, E.I.S.S.A. is a major force in Eastern Idaho.

- We are one of the largest Community Action Partnerships in the state.
- In 2002, E.I.S.S.A. had an annual budget of 4 million dollars and more than 150 employees.
- We provide services to hundreds of families throughout a ten (10) county area.
- We are responsible for providing housing opportunities ranging from our emergency shelter, the Haven, to 312 apartment units for families and senior citizens, to over fifty (50) homes that have been built and are owned by families that work with our Self-Help Housing Project.
- We provide meals for senior citizens at 16 meal sites throughout the region.
- We provide Head Start early education opportunities to 224 kids in five (5) counties.
- We weatherized over 180 homes last year.
- We store approximately 413,000 pounds of food in our warehouse; and distribute more than 35,000 pounds of food per month for low income families.
- We assist elderly and disabled with prescription assistance, emergency energy assistance and a variety of self-help referrals through our network of offices, volunteers and community partnerships.

For thirty-five years we have offered a hand up not just a hand out. Our mission is to “Create communities where all people have access to essential services and the opportunity to achieve the highest possible level of independence and self sufficiency.” Every day our dedicated staff people work with community partners and a network of volunteers to make life better for our less fortunate neighbors.

2002 was an exciting year for our agency as we continue to grow. We added exciting new programs such as grandparents raising grandchildren support group and funded a new medical assistance program. We helped families achieve the American dream of home ownership by assisting with financing and building six (6) new homes, with eleven (11) more in progress, in the Self-Help Housing Project. We took over the management of a troubled low income housing family project which we will soon be purchasing. We are responding to a federal review of our Head Start program by reorganizing our central office, redoing our policies and conducting a community assessment with parents, staff and volunteers to help redirect our Head Start program. Most importantly, we continued to fulfill our mission statement and build on the vision that Jack Viggers and a handful of dedicated volunteers had 35 years ago. Thanks to all of our staff, our volunteers and our community partners.



Mike Hinman  
President of the Board of Director  
Eastern Idaho Special Services Agency, Inc.

# Letter from the Executive Director

In 2002, Eastern Idaho Special Services Agency completed its thirty-fourth year of operation. As you will see from looking through this annual report, the agency has undergone some significant changes since our founding in 1968.

Today, E.I.S.S.A. administers over 4.0 million dollars in grants, contracts and agreements. We employ over 150 people during the peak time of our program year. Agency assets total over 7.0 million dollars.

Our senior and multifamily housing projects ensure that close to three hundred families have a decent, safe and affordable place to call home. The Mutual Self-Help Housing Program has helped fifty-six families qualify for reduced interest rate mortgages and guided them as they built their own home.

The Weatherization Program not only makes improvements that make the homes of our participants more comfortable in winter, they also help reduce heating and cooling costs for the people living in the house. And lower heating costs translate to more money to help with other necessities of life.

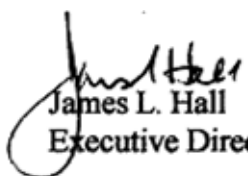
The Area VI Agency on Aging oversees programs that help our senior citizens live more comfortably. From providing information about available programs to disbursing funds to help senior centers provide nutritious meals to investigating complaints of elder abuse and neglect, the AAA is there to help those members of what Tom Brokaw calls, "Our Greatest Generation".

Our Head Start Program touches lives on the other end of the age spectrum by providing learning opportunities for children ages three and four and preparing them for entry in the regular school system. But beyond the teaching of the children, Head Start works with the parents and families of our Head Start children to help them fulfill their role as a child's first and most important teacher.

Some of our community's most vulnerable people are helped by our Community Services Division. Whether it's energy assistance, emergency food or a temporary home at the Haven Shelter, eligible low-income families find people who care and want to help them resolve those issues keeping them from achieving self sufficiency.

Let me thank those people behind the programs the agency is responsible for administering. As I mentioned, when all our programs are in full operation, about 150 people are members of the E.I.S.S.A. family. Each and every one of these people has chosen to spend a part of their life helping others and without their commitment we could not fulfill our contractual responsibilities to our funding sources.

As we enter our thirty-fifth year of operation the challenges we face are severe, but the leadership of the Board of Directors, the commitment of the staff and the support of the community will provide the strength we need to meet those challenges.

  
James L. Hall  
Executive Director



Linda Milam  
Mayor

## CITY OF IDAHO FALLS

Office of the Mayor  
City Hall  
Idaho Falls, Idaho 83405

April 24, 2003

To Eastern Idaho Special Services Agency:

It is my pleasure to congratulate EISSA on the 35<sup>th</sup> anniversary of service to this community and region. The City of Idaho Falls is proud of its affiliation and cooperative history with EISSA. You have provided services to aging, low-income and disadvantaged persons in this large region of Idaho. You have ventured into housing projects and energy assistance, transportation and poverty-elimination programs, weatherization and Head Start. In other words, where you saw a need, you stepped up to help. What more could we as a community want! Congratulations on all your good efforts and your enthusiasm, but most of all on your accomplishments.

Sincerely,

A handwritten signature in blue ink that reads "Linda Milam".

Linda Milam  
Mayor  
City of Idaho Falls



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April 14, 2003

To Whom It May Concern:

**Re: EISSA 35<sup>th</sup> Anniversary**

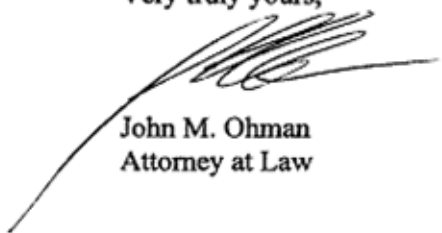
The successes and accomplishments of EISSA since its inception have been many, and are solely attributable to the many fine people associated with the agency. From its Executive Directors and Board Members, office and clerical staff, and those in the trenches, all have served with distinction, and dedication.

Yes, on the occasion of EISSA's anniversary, I write to extend the accolades, and to sing the praises, so richly deserved.

Indeed, I reflect upon my years as a Board Member and remain gratified that I contributed in some small part to a legacy of helping humankind, to an agency now steeped in traditions of assistance and service, and with a future that is bright.

Thank you, EISSA, for all that you have done, are doing and will do—and for letting me play a part.

Very truly yours,



John M. Ohman  
Attorney at Law

JMO/gp

# Area VI Agency on Aging

The Area VI Agency on Aging division of Eastern Idaho Special Services Agency started in 1968 by Jack Viggers through a combined effort with the Bonneville Interagency Council (BIC) to develop a program for the seniors in the Idaho Falls area. The council sought and received \$25,000 in grants from the Office of Economic Opportunity and the Idaho Office on Aging to identify the needs of the elderly. Initially, the program started as a weekly luncheon for senior citizens at the Episcopal Church. In time, the weekly luncheons evolved into the establishment of a senior center in Idaho Falls and, in 1973 the agency began helping other communities set up senior centers. Earlier senior programs included the Elderly Contact and Help Organization (ECHO) which contacted elderly individuals on a daily basis. Additional earlier senior programs focused on transportation, homemaker services and job opportunities.

To date, the Area VI Agency on Aging supports 16 community Senior Centers, most of which have a home delivered meal program while providing outreach to the communities. Although the agency continues to focus on the health and well-being of seniors, the emphasis is to help seniors maintain independence in their own home, for as long as possible. In continuing to provide services to seniors, the following programs have been put in place over the years:

## 1968 - 1975 Transportation



1968

CART was started with the needs and general welfare of elderly persons in Idaho Falls in mind. The program later expanded and went out on its own.

## Retired Senior Volunteer Program

RSVP, senior volunteers who help non-profit organizations and agencies through a variety of services

1981

## Homemaker Services

Assists seniors with housekeeping, laundry, essential errands and meal preparation. In 1994 the program became a contracted service, separate from E.I.S.S.A.

1981

## Legal Assistance

Provides legal advice, counseling, or representation by an attorney to individuals age 60 and older.

1982

## Ombudsman

Advocates and assists individuals in dealing with complaints and concerns focused on long-term care issues in nursing homes, assisted living centers, and private homes.

1983

## Employment Services

Assists senior ages 55 and older in obtaining employment.

1989

## Outreach

Locates and identifies isolated individuals age 60 and older and links them with available resources.

1993

## Information & Assistance

Assists and informs elderly and the caregiver in accessing programs and services through appropriate referrals.

1993

## Respite

Gives the gift of time to individuals taking care of a family member both in the home or in an authorized care facility.

1994

## Caregiver Support Group

Provides support, information and resources to individuals who are caring for their loved ones, parent or spouses.

1995

**Adult Protection**

Protects elderly and disabled adults from abuse, neglect and exploitation.

1998

**Case Management**

Coordinates in-home services while ensuring physical and safety needs are met.

1998

**Prescription Assistance Program**

Coordinated through the Volunteers in Service to America (VISTA) to assist low income individuals with long term prescription assistance through participating pharmaceutical companies. *In 2001, became FreeMed program with St. Vincent de Paul.*

1999

**America Reads**

Coordinated through the VISTA program and teachers by matching students with RSVP seniors in order to help a child learn to read.

2002

**Grandparents Raising Grandchildren Support Group**

Working with individuals age 60 and older who are in need of information, resources and support regarding medical, legal, behavioral and school issues to grandparents who are raising their grandchildren.



2002

After receiving the largest increase in state funding in the history of the State Senior Services Act in 2001, 2002 saw a total of 10% in state funding hold backs. Many state programs are now at or below pre-2001 funding levels. In 2001 and 2002, we saw increases in the Older Americans Act funding at the federal level and the introduction of the new National Family Caregiver Support

Program, Title III E. We have always had caregivers as clients, but now there is a greater emphasis given to the needs of those normally considered the “second victim”, the caregiver. As an example, the Area VI Agency on Aging has had a Caregiver Support Group that meets monthly since 1994. Now we are able to increase the funding level and provide more help and assistance to those who attend that support group.



The National Family Caregiver Support Program also allowed Area Agencies to spend up to 10% of their Title III E funding on Grandparents Raising Grandchildren. Since Idaho is one of three states with the fastest growing population of Grandparents Raising Grandchildren, it seemed logical for us to begin a Support Group. The groups started in January of 2002 and since that time has been well received and very helpful for the grandparents involved. The Area Agency added to the contract with Idaho Legal Aid to provide legal advice to the grandparents who may need it. We have discovered through this process that most grandparents Raising Grandchildren are less than 60 years of age and Title III E services are earmarked for just those 60 years of age and older. Because of that, we have applied to the Brookdale Foundation for additional funding to support Grandparents Raising Grandchildren who are under 60.

We did have one participant in the Grandparents Support Groups who was raising 6 grandchildren, all 18 years of age and younger. Through Area Agency efforts, the grandchildren all received the needed school supplies to enter school in the fall and new winter coats. All donated by local businesses. The long term goal for these services is to expand them into the Salmon and Driggs areas.



Assistance. Advocacy. Answers on Aging.  
Area VI Agency on Aging

# Community Services

1979

Formation of a Community Services under Special Projects at E.I.S.S.A. included the following programs:

- Energy Crisis Assistance Program (ECAP), formerly know as the Fuel Crisis Intervention Program
- Community Food and Nutrition Program (CFNP) grantee in Idaho Falls and Pocatello
- Summer Youth Recreation Program
- VISTA Programs

1980

Eastern Idaho Special Services Agency, Inc. received its designation as a Community Action Agency and with that eligibility for a new funding stream.

1981

“It goes without saying, 1981 has been a traumatic year for all social services organizations.....The largest blow felt was the failure of Congress to re-authorize the Economic Opportunity Act of 1964. By this action, in effect, the Federal Government surrendered in the war on poverty. The spectrum of poverty in the midst of plenty has become an acceptable condition - at least for now.”

1982

The Community Services Block Grant was established. Because block grants represented substantial reduction in available dollars, hard decisions on priorities for services had to be made.

1985

Record keeping for Energy Assistance was done by computer. “We processed as many applications in two weeks as we did in 45 days last year.”

1990

In 1990, CSBG became a separate program, Community Services Division. Family Development was evaluated and the coordination of the distribution of Federal Emergency Management Agency (FEMA) became an additional responsibility. The Gleaning and Commodity programs also received CSBG funding.



Office on Main St., Salmon

1992

The Salmon Outreach office is opened. It is difficult to provide services to people in need over 150 miles from your office. The need that existed for a satellite office to serve the Lemhi-Custer County area was obvious. Most of the programs available at the main office in E.I.S.S.A. were also available on a local level within the first year.

1993

The Haven Temporary Shelter opened on April 1, 1993, while still undergoing remodeling. Made possible by a generous zero interest loan by the J. Robb Brady family, the Haven has been a welcome resource for people without that most basic of necessities - a roof over their heads.



Haven Shelter - 1993

2002

Programs operating under the Community Services Division

- Lemhi/Custer County Office in Salmon
- Nutrition Program/Gleaning Program
- Haven Shelter Program
- Family Development Program
- Low-Income Home Energy Assistance Program
- Emergency Services, EFSP, Lend-a-Hand
- Homeless to Homeowners (H2H) Program

The highlights of 2002 were the new Salmon offices and the fruition of the Homeless to Homeowners (H2H) program.



The new Salmon office houses all E.I.S.S.A. programs under one very attractive roof. The new location allows for Head Start, Community Services and Aging staff; a large food pantry; room for weatherization supplies when the crews are in Lemhi and Custer counties; and a beautiful community conference room.

The building is just out of town on Highway 93, which allows participants the privacy they deserve. Individuals that had never frequented the offices came in during the first week we were open,

*New Salmon Offices* commenting on how nice it was to be able to access E.I.S.S.A.'s services without everyone in town knowing.

The components of the H2H program includes transitional housing and supportive services to homeless families and single women entering the Haven Shelter. We will work with the families and individuals, utilizing all means at our disposal, to help them find their independence from the cycle of choices that has found them in the situation they are in. We hope to be able to follow these families with continued support for as long as that takes.

The LIHEAP 2001-02 season assisted 4,233 households with an energy assistance benefit. The average benefit was \$342 with a total of \$1,448,660 going to utilities in our nine county area for low income households. There was a total of 11,079 household members. Of that 11,079: *1,096 were elderly; 1,883 were handicapped; 1,125 were children ages 0 to 2; 955 were children ages 3 to 5.*

The Haven Shelter provided 83 families with 7,137 nights. There was a total of 152 individuals. 60 were children. 49 of the 93 adults staying at the Haven in 2002 found and kept employment for at least 6 months. Of the 83 families, 21 moved into more permanent housing. 20 households have at least one adult member that is working on one of the following: Compass, GED, 2 or 4 year college program. We have two children that are attending Head Start.

E.I.S.S.A. Nutrition Program is the location of the Upper Valley Food Bank Clearinghouse. We receive all donated food from organized food drives and individuals wishing to make a donation. The food is sorted and delivered to area pantries, soup kitchens and food banks. E.I.S.S.A.'s food banks distributed 14,950 food boxes to 15,112 households. St. Mark's Soup Kitchen in Idaho Falls prepared 16,455 meals and served them to 20,602 individuals.

# Head Start

Head Start is an early childhood education program for three and four year old children. Beyond the children, Head Start serves the entire family by providing educational and social activities for the parents. In addition to classroom activities, Head Start Advocates make monthly home visits to update the parents and to reinforce the concept that parents are a child's primary teacher.

1976

In 1976 Human Services Center, Inc. assumed sponsorship of the federally funded Head Start Program in Idaho Falls. The Human Services Center, Inc. was incorporated as a non-profit agency in the State of Idaho in 1969 under its original name of Eastern Idaho Mental Health Center, Inc. The corporation operated a community Mental Health and Alcohol Treatment Center until 1978 at which time those operations were assumed by the State Department of Health and Welfare.

1981

The Human Services Center, Inc. expanded its Head Start program to Blackfoot in 1981.

1987

In the fall of 1987 Human Service Center, Inc. worked in cooperation with Region VII Department of Health and Welfare, CART, Inc., and the Child Resource Center in Driggs to obtain a grant from the Idaho Department of Education to fund a preschool project in Driggs. While serving as management consultants to this project for its first six months of operation, the program officially came under the administration of Human Service Center, Inc. in late 1988. The preschool special education services were transferred back to the Driggs School District in the fall of 1991. At that time one Head Start classroom was established at that location.

1997

In July, E.I.S.S.A. began the process of becoming the Head Start grantee for Eastern Idaho after Human Services Center decided to relinquish their grant. In October, we were notified that we had been successful and that starting November 1<sup>st</sup>, Head Start would be our responsibility. The scramble for assimilation began! At that time the Head Start program served 152 three and four year old children in Idaho Falls, Blackfoot, and Driggs, through a combination of center-based and home visit-based services. It employed 34 classroom/nutrition/transportation staff members, two fiscal staff members, four Speciality Area Managers, and the Head Start Director.

Beyond learning a new program, our assumption of Head Start meant integrating 37 new staff members into the E.I.S.S.A. family. We had to merge two organizational cultures into one. We were extending our traditional service area by moving into Bingham county and we had to contend with the fact that effective January 1, 1998, a new set of Performance Standards would go into effect. Those Performance Standards mandate how a Head Start program will operate.

1998

In the fall of 1998, E.I.S.S.A. purchased a home in Driggs and converted it into a classroom.

1999

A customized module building was purchased and placed on the Aspen Park property adding two more classrooms to Bonneville County.

2000

Head Start moved into a remodeled building on Lomax. Two classrooms were built into the facility along with a kitchen, playground and offices.

Permanent Head Start funds were applied for and received for a full 17-child class in Salmon.

Rigby and Rexburg became new homes to Head Start centers; both housing seven children.

Classroom service in Driggs was expanded from 2 to 3 days per week.

The Head Start Program fits well into E.I.S.S.A.'s focus of working with the entire family. The parents of Head Start children are offered training in a variety of topics, are encouraged to participate in the classrooms, are given preference when job openings occur for which they are qualified, and actively participate with the E.I.S.S.A. Board of Directors in decision making and program governance through the Head Start Policy Council. The future growth of our program depends as much on the families we serve as it does on staff and Board of Directors.

2002

2002 was a difficult year that will result in many changes in the current Head Start Program. Because Head Start is such an important program, both to E.I.S.S.A. and the communities we serve, we hope that with a lot of hard work and cooperation from all E.I.S.S.A. staff, Head Start families, and the communities, we can make 2003 the best year yet, with many more to come.

#### E.I.S.S.A.'s Head Start Philosophy

*At E.I.S.S.A.'s Head Start, we make a place where children and families can grow together by providing a safe and healthy environment.*

- ❖ We provide family support to parents with the resources they need to succeed at the most important job there is: raising healthy, responsible, productive and joyous children.
- ❖ We support the parent's role as the principle influence on their child's development and education.
- ❖ We increase children's competence in language, literacy, mathematics, science, creative arts, learning strategies, physical health, and social/emotional development.
- ❖ We validate the distinct personality and learning style of each child.
- ❖ We create an environment of trust, respect, acceptance, diversity and inclusion.

*as approved by E.I.S.S.A.'s Board of Directors  
and Head Start Policy Council  
December 2002*



# Housing & Property Management

Quoting from the 1976 Annual Report “In the past two years, the most significant development has been the movement of the agency into the direct provision of housing for the elderly”. Since that time E.I.S.S.A.’s housing department has continued to develop.

1975

Existence of Eastern Idaho Special Services Housing Department became a reality with the completion of a 16-unit senior property in Arco. The property consisted of six two-bedroom and ten one-bedroom units. The Lost Rivers Elderly Housing projects site in Arco was purchased in April 1975 by E.I.S.S.A. for \$10,000. The total size of the tract was 3.02 acres.



Lost Rivers Elderly Housing



S. Fremont Senior Housing

1977

A Board Resolution dated March 9, 1977 authorized the construction of South Fremont Senior Housing. The purpose of the resolution was “to finance rental housing and related facilities in a rural area for senior citizens....”. This property contains 14 units.

1978

A letter from Mr. Jack Viggers to the Department of Housing and Urban Development dated August 13, 1975 stated: *We (E.I.S.S.A.) are not able, at this time to fulfill the requirement for a proposal site plan or a map showing precise location for the ID 16-0007 project. The census tract specified contains very limited available property (considerable resettlement would be required unless an abandoned school site can be acquired).* A school site **was** acquired and became the location of Riverside Senior Housing. The project has a total of 40 units.



Riverside Senior Housing

1979

Arco Phase II was constructed on the same property. It consists of 12 units, four two-bedrooms and eight one-bedroom.



Teton View Senior Housing

1981

On January 21<sup>st</sup>, 1981 a Certificate of Occupancy was issued for the Elderly and Handicapped Housing complex located at 1550 Teton View Lane. According to the Certificate of Occupancy, Teton View Housing is 36 units located in six “Garden Type Structures”.



1982

A community room was added to the Riverside property. E.I.S.S.A. moved their corporate office to the upper floor of this building. It was a wonderful place for an office. Trees and grass outside and many kind residents nearby who were only too happy to make coffee, bring treats and just generally help make the staff feel welcome.



Aspen Park Apartments

1994

An article in the Post Register dated Sunday, September 4, 1994 reads: *Aspen Park Apartments, an affordable housing development at 2135 Alan Street in Idaho falls, was dedicated during a ceremony Wednesday. The 4.32 million complex was built by Arave Construction of Blackfoot with assistance from the Eastern Idaho Special Services Agency. The property will be managed by E.I.S.S.A. This property has 72 three-bedroom units and was our first experience with family housing.*

1996

In May of 1996, E.I.S.S.A. purchased Twin Pines Manor, a 56 unit family property, located in Rexburg. This property was in need of substantial rehabilitation.



Twin Pines Manor Apartments



Camas Street Apartments

2001

E.I.S.S.A. assumed management duties for Camas Street apartments, located in Blackfoot, in October 2001. We are still the management agent for this property.

The Housing Department currently is responsible for maintenance and management of 312 units located at eight sites in five Eastern Idaho communities.



# Mutual Self-Help Housing

Self-Help Housing, a home ownership program became a part of the Housing Department in 1997. This program is sponsored by USDA Rural Development with additional funding provided by Idaho Housing and Finance Association HOME Program.



Washington Mutual Bank and US Bank have provided funding as well.



The Self-Help Program allows families or individuals without resources for a down payment an opportunity to become homeowners. Participants help on the construction of

their homes and the labor becomes “sweat equity”. Homes are constructed in groups of 8 to 12 and all the families in the group work together to complete all the homes.



E.I.S.S.A. provides construction training and guidance to participants. To date with E.I.S.S.A.'s guidance, 56 homes have been completed. This is 56 families with a total of 128 children that are now in a safe secure home of their own.

The first undertaking for the program was 21 homes in Rigby. The homes were completed in two groups, the first group in 1998 and the second in 1999. The next group was nine homes located in Sugar City and then 14 homes in Rexburg. Currently construction is going on in Shelley; 12 homes have been completed, with 12 more underway. Later this spring, construction will begin on eight homes located in Roberts.

## FAQ's about Self-Help Housing

How do families qualify for the program and what are the requirements for participation?

- Must meet income guidelines and have acceptable credit.
- Must be able/willing to work 35 hours per week on homes.
- Must attend all required meetings.

What is the cost to the participants?

- Rural Development charges an application fee: \$38 for a couple and \$28 for a single adult.
- Must purchase hand tools if you do not already have what is needed.
- Each homeowner must carry insurance on home during construction period.

What are the mortgage criteria and what does it cover?

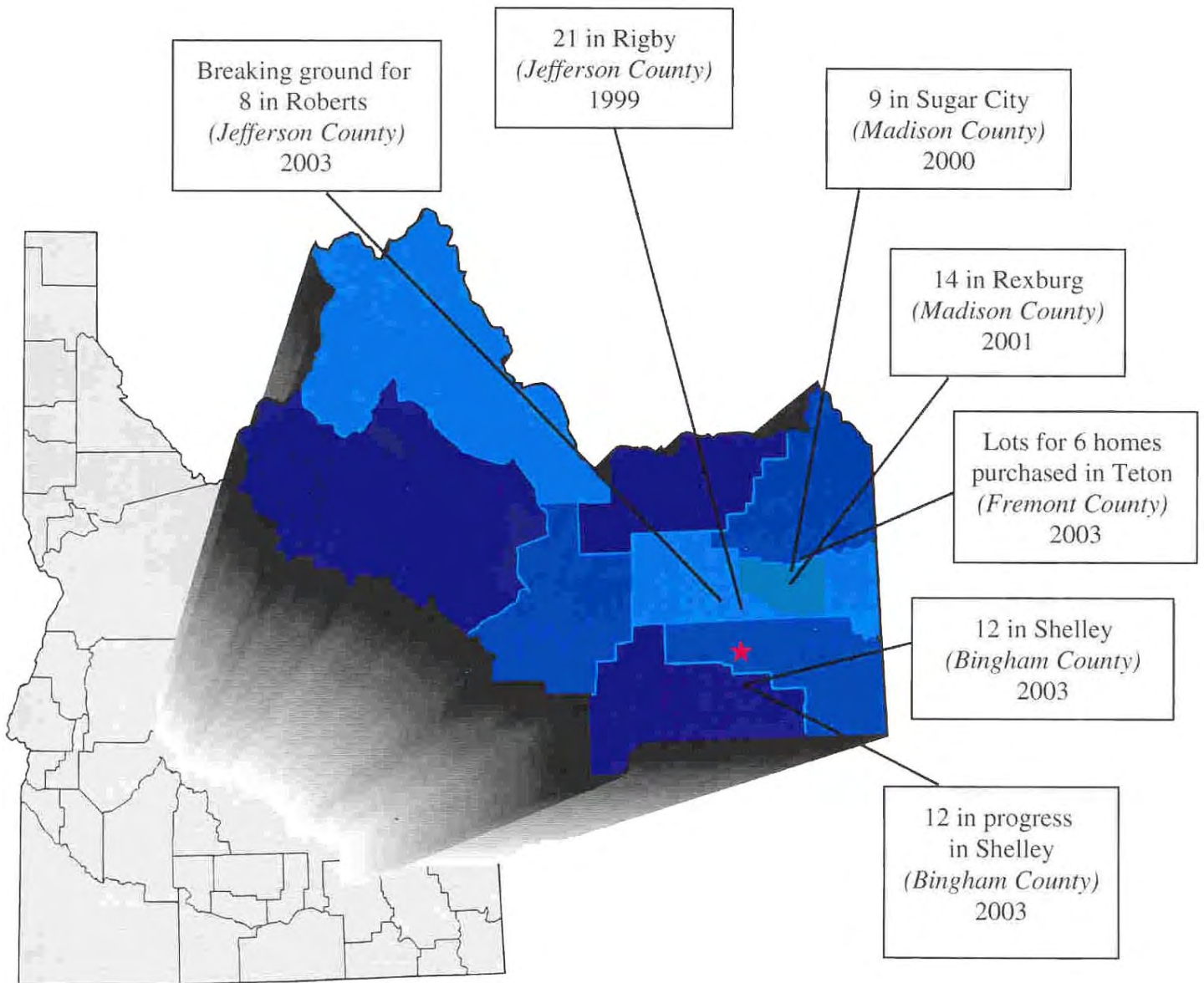
- 33 year mortgage through USDA Rural Development 502 program, mortgage payment is based on income.
- Interest rate is based on current rate at loan closing.
- Mortgage payments begin after home is complete or 1 year, whichever happens first.
- Loan covers house, lot, fence, lawn, kitchen range & dishwasher and taxes during construction.

Addition Information:

- Each participant receives a \$10,000 loan/grant from Idaho Housing and Finance Association.
- You must choose a house design from the plans available.
- All houses have a double car garage and two baths.
- There are three and four bedroom styles available.
- You must build in the location we have available.



## 56 Total Homes Built to Date



# Weatherization

The Weatherization Program is in its third decade of providing services to low-income people, in the areas of Energy Conservation and Health and Safety Related Repairs. The Department of Energy, Health and Human Services, utility companies and owner investments fund the program annually.

1976

The Weatherization program was heavily involved with the cleanup, and some home repair, in the area damaged by the Teton Dam Flood, with about 160 homes where they actually worked, and many more checked on.



1982

“The program has come a long way from the time of driving pickups that you didn’t know if you’d make it home or end up in a ditch somewhere, to driving new trucks with the name of the Agency on the side and the pride of being able to help out a little.

All the bad weather and not the best working condition at times, has been made worthwhile when a little lady tells you, God Bless You, you’re wonderful. It makes you ready to start a new day with new experiences.”



1985

“This year a new idea is being put to use which will enable us, for the first time to see an actual figure of fuel savings our weatherization measures are accomplishing. The auditors presently are required to do a total heat loss calculation on each structure. This will serve two purposes:

- 1) With a total heat loss calculation done, the auditors will have a better overall view of the best cost effective measures to use for each dwelling. At the same time it can do nothing but increase the knowledge and professionalism of our auditors.
- 2) For the first time we will be able to actually show these figures to the people who make and pass the bills concerning the weatherization programs.”

1989

In 1989 Housing Preservation Grant funded by Farmer’s Home Administration allowed the Weatherization program to make improvements to homes belonging to low-income people in rural areas we serve. The Rental Rehabilitation program was added to allow upgrades to the rental housing available in Idaho Falls. This program assisted landlords in financing repairs to their rental property so that the rental unit would become eligible for Section 8 Rental Subsidy program.



1990

E.I.S.S.A.'s Weatherization Program was recognized as the "Best Program in the State" and Brad Simmons as the "Manager of the Year". These awards signified that the program was a model for others in the state and region. Both awards were made by the State Economic Opportunity Office.



*Guess who this is?*



The purpose of the program was, and still is to increase the energy efficiency of dwellings owned and occupied by low-income people, reduce their total residential expenditures, and improve their health and safety; especially low-income persons who are particularly vulnerable such as the elderly, persons with disabilities, families with children, high residential energy users, and households with high energy burden.

All of the work is done using our own crews with the exception of furnace and water heater repairs we use sub-contractors for this work, which represents about 10 percent of our total work for the year.

During the winter months we do have emergencies when clients' furnaces quit working. A good example of an emergency is:

*A single mother of six called into our offices in February. Her furnace was not working. She could not afford to hire a furnace contractor to look at her furnace. She had not signed up for the Weatherization or the Energy Assistance Programs before. The Weatherization department was able to repair her furnace the same day and that enabled her and her children to stay in their home.*



All emergencies are given a first priority. After the applicant has been determined eligible, the home is scheduled for an energy audit that same day or the following day, depending when the client came into our office. After the energy analyst has been to the home to determine the problem, we get a furnace contractor out the same day to repair the furnace.

2002

In 2002 the Weatherization Program worked on and completed 187 homes with an average cost of \$2,665 per home. This amounts to 511 people receiving weatherization assistance.

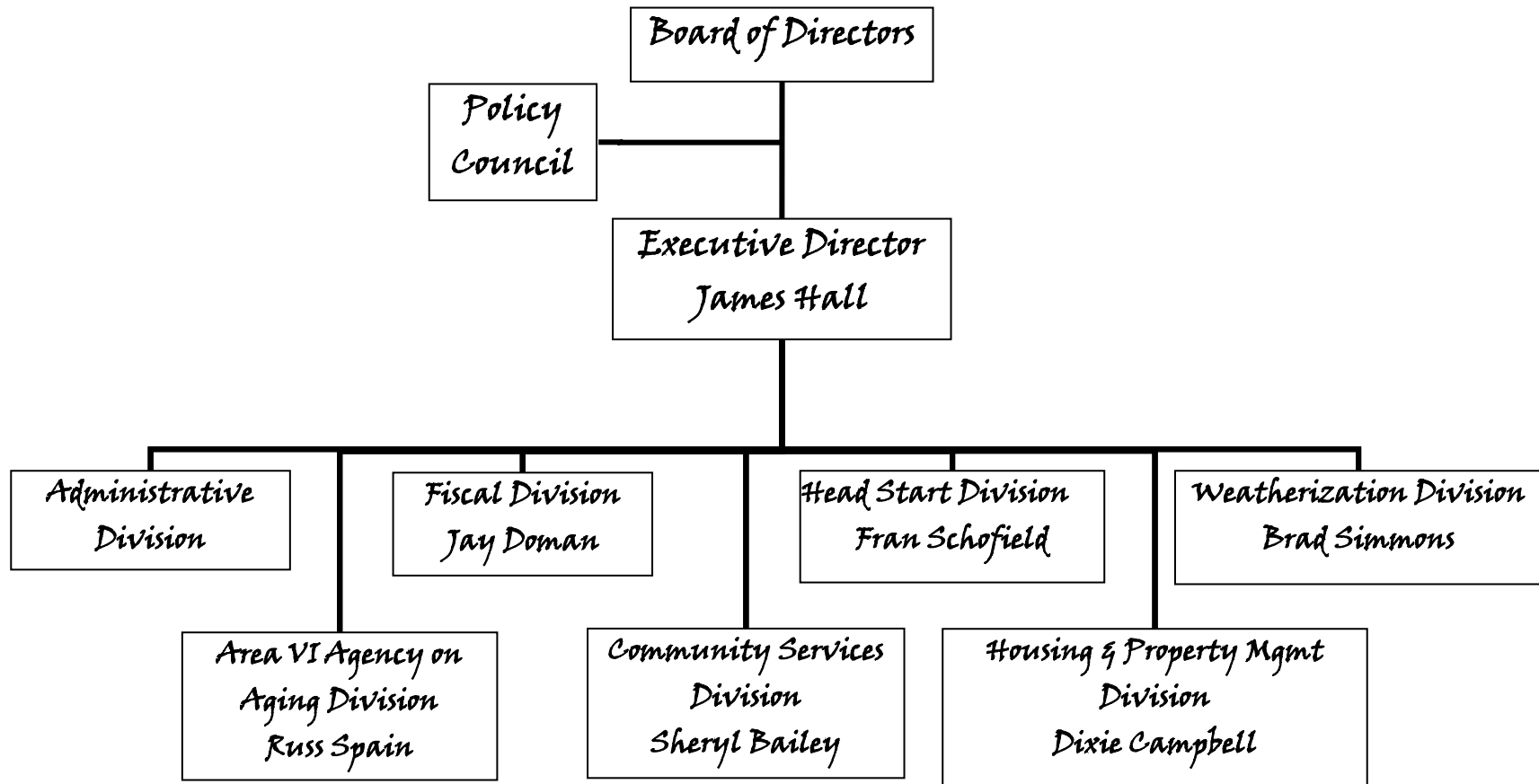
Of the 511 people:

- 118 were disabled
- 218 were children

The Weatherization Program spent \$498,290 total dollars on the 187 homes completed. Of the \$498,290 spent:

- utility companies contributed \$54,162
- owner investment equaled \$5,800

*Eastern Idaho Special Services Agency, Inc.  
Organizational Chart  
2002*





## 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.*