

Eastern Idaho Community Action Partnership



2008 Annual Report



Board of Directors

Class "A" Public Officials

- **Janice McGeachin** *Legislative Representative*
- **Lee Staker** *Bonneville County Commissioner*
- **Tad Hegsted** *Jefferson County Commissioner*
- **Shawn Larsen** *Mayor, City of Rexburg*
- **Chandra Evans** *City Of Idaho Falls*

Class "B" Participant Representatives

- **Michael H. Hinman** *Idaho Legal Aid*
- **Joel Gramirez** *Community Council of Idaho*
- **Ariel Jackson** *Neighborhood Representative*
- **Otto Higbee** *Mackay Senior Citizens, Inc.*
- **Rhonda Gunter** *Head Start Policy Council*

Class "C" Community Organizations

- **Paul Hepworth** *Charter Mortgage Co.*
- **Lewis Blurton** *Falls Southern Baptist Church*
- **Lane Allgood** *Rotary Club of Idaho Falls*
- **Seeley Magnani** *Catholic Charities of Idaho*
- **Lorraine Hiltbrand** *Eastern Idaho Public Health District*

Officers for 2008

- *President* **Chandra Evans**
- *Vice President* **Seeley Magnani**
- *Secretary* **Lorraine Hiltbrand**
- *Treasurer* **Shawn Larsen**
- *Assistant Secretary* **Lois Perry**
- *Assistant Treasurer* **Jay Doman**

Letter from the Executive Director

It is a pleasure to introduce you to the Eastern Idaho Community Action Partnership Annual Report for 2008.

2008 has been a banner year for EICAP and one that has seen many changes that we can look forward to coming to fruition by the time you receive the 2009 Annual Report. We have entered into a lease/purchase agreement with the owners of a building at 935 Lincoln Road that will become the new location for the EICAP main office, weatherization, the West Head Start Center and the food warehouse in early 2010. The owners have been very generous to us in the preparation of the lease/purchase agreement. Remodel will begin during 2009. The building at 357 Constitution Way has served the agency well over the last 30+ years, but growth of the agency has taken its toll on the workability of the building. It is now on the market with hopes of selling it before the end of 2009.

EICAP continues to look at new opportunities and new programs. In 2008, a benefactor purchased the property next to the Haven and gave it to us along with \$110,000 in cash to be used for expansion of the facility. With the application for grants and the help of Community Development Block Grant funds from the City of Idaho Falls, a new building at the Haven is very near. It could not be too soon. Homeless families are turned away weekly because there is not the space to house them and because of the phenomenal growth of a fast-track GED program that began March 18, 2008. Since the above date, 147 individuals are or have been involved in some stage of earning their GED and 37 have completed their degree. For a program that is less than a year old, the success rate is tremendous. This is a prime example of how EICAP responds to the needs of the community, and designs a program that meets those needs. In 2009-2010 we hope to begin duplicating the program in Lemhi County.

EICAP continues to look for ways to make our nine county region a better place to live for low-income individuals. The staff and Board of Directors are constantly looking for ways that EICAP can be an even better agency serving eastern Idaho. We wish to thank everyone who has helped EICAP partner with others and remain a viable member of our community in 2008.

Sincerely,

Russell K. Spain, CCAP

Executive Director

Housing & Property Management and Successes

The year 2008 was a planning year for the housing department. Funding was secured and plans developed for the construction of a 23 unit farm worker housing property to be located in Jefferson County in the town of Roberts. Construction will be underway in April 2009 and should be complete by March of 2010. A learning center will be located on the property and EICAP will coordinate education opportunities for all interested residents.

EICAP currently owns and manages eight affordable housing properties with a total of 316 units. Three of the properties are family housing and the other five are senior housing. Senior Housing is designated for families or individuals whose head of household is 62 or over or disabled. EICAP's housing properties are located in Arco, Blackfoot, Idaho Falls, Rexburg and St. Anthony.

The statistics in the table below are from two senior properties located in Idaho Falls: The tables verify that EICAP continues to successfully provide safe, affordable housing to low-income, senior and disabled families and individuals.

Teton View: 36 units 100% occupied

RESIDENTS	Number	% of Total
<i>Under 62</i>	11	31%
<i>Disabled</i>	23	64%
<i>Below 50% Area Median Income</i>	36	100%

Riverside: 42 units 100% occupied

RESIDENTS	Number	% of Total
<i>Under 62</i>	16	38%
<i>Disabled</i>	21	50%
<i>Below 50% Area Median Income</i>	42	100%

Wait List Status 15 applicants

RESIDENTS	Number	% of Total
<i>Under 62</i>	11	73%
<i>Disabled</i>	14	93%
<i>Below 50% Area Median Income</i>	15	100%

Head Start

Head Start teaching staff begins working with the children on the kindergarten readiness skills of mathematics, science, letter knowledge, social skills and language development. Children are observed throughout the year and are assessed on a scaffolding system. All of the lesson plans and activities are based on the needs of children and focus on preparing them for the transition to kindergarten.

At the end of the year the teaching staff begins to prepare for the last Parent/Teacher Conferences and fill out a Transition Passport for children transitioning to kindergarten. This passport list the child's strengths, needs, transition priorities, and strategies to support the transition. Parents are then able to share this information new teacher.

Staff also prepares transition kits for the parents that include items such as; tip sheets on how to make the transition successful, a 3 month daily activity calendar and other activities they can do with their children to continue increasing their skills.

Children with a disability will also have end of the year transition meeting with the local school district, which will be attended by HS staff in order to share recommendations and information about that child. Head Start makes every effort to accommodate parent's needs for this transition period and provides them with any resources that they need for success.

In 2008

Head Start served 280 families

Head Start served 307 children

Our average monthly enrollment was 241

Head Start parent activities include:

Participation on parent committees, Policy Council, monthly parent meetings, male involvement, parent education nights; CPR & first aid, GED, child development and mental health opportunities. Other activities include:

- Home where learning begins (FAMILY LITERACY)
- Building bird houses with DAD (MALE INVOLEMENT)
- First book literacy activities (LITERACY)
- Keeping children safe (PERSONAL SAFETY)
- Dental Health (ORAL HEALTH)
- Loving your family, feeding your future (NUTRITION)
- Positive behavior & child development (CHILD MENTAL HEALTH)

Total number of parents involved in some form of parent activities = 230.

(Documentation of these and other opportunities can be found in the parent meeting/ training binders).

Federal Funding (Head Start, TANF, CACFP)

\$2,138,268.27

Local Grants and Contracts (United Way)

\$10,624.00

Other Income (Various sources)

\$6,103.44

Non-Federal Share (Non monetary)

\$557,476.79

Head Start Successes

Excerpt from letter sent to Idaho State Legislators

To whom it may concern:

I have been very lucky to have been involved with Head Start in Idaho Falls. I was a high school drop out. I am a single parent of two girls and have been divorced twice. I receive no child support and I am always looking for ways to make ends meet. I took my GED at Ricks College in Rexburg. I was encouraged by my advocate at Head Start to apply for a job here. I was looking for work and she made me feel like I could be successful at Head Start. I started as a Head Start parent my child who is now twelve years old went to school at the center where I work which is funded partly by TANF. Head Start has changed my life for the better I went back to school with their help and finished my associate's degree in child development and I am continuing my education at Idaho State University. I love school now and I can't seem to get enough. While taking Child Development classes at ISU I learned what I done wrong with raising my children. If only I could turn back time which I can't. What I can do is teach other parents about child development and how important it is for the lives of their children. I have now been employed by EICAP for six years. Without TANF and Head Start I wouldn't have learned everyone can make a difference. We have a better life because of Head Start. Thank You for helping me make a difference in the lives of the children and families I serve.

Evelie Reid

We are NiCole DiViesti, a Lead Teacher and Deborah Ocasio, Family Advocate at EICAP Head Start in Idaho Falls, Idaho. I am writing to share a success story of a family that we worked with for three years through Head Start. The first year we had the older sibling, Leah. Her family struggled with substance abuse and domestic violence. Going into this home felt very unsafe, but we did it anyway. It was a battle to get the parents to understand how their role is so very important. Attendance was also a concern. That first year was a struggle.

The second year we had both children, Leah and Junior. Leah was excited to come back again. Junior was a little wary and did not speak. By this time dad was in jail for felony domestic violence and mom was trying to file for divorce. The children had witnessed things that two children should never witness. We quickly learned that Junior did not speak because he could not speak. He would grunt, scream or use physical violence to communicate. We completed our articulation screening for speech and developmental screening and learned that Junior needed help through the school district. We followed our referral processes and got him an IEP through the school district. The struggles at home with instability and substance abuse continued. During a Home visit our advocate saw that mom was impaired and asked her if she needed help, mom said yes and the advocate accompanied mom to BHC, went through admission process with her at her request and was admitted. But this lasted 3 days and mom released her self. Our advocate continued to do home visits but never alone.

It was about half way through the second school year when mom was arrested and the children were placed in temporary foster care after they had been dropped off at our advocate's office by the grandparent who stated they didn't want them anymore.

Mom was released after about a month and the children were reunited shortly after. Mom requested that Head Start advocate be a part of the program that she was involved in and meetings. Goals where set. Mom and Advocate took part in Drug court, family development plans, budgeting. Mom has kept a job and she has been clean and sober for 2 years now. Junior is doing well in Kindergarten. Leah is also excelling.

Area VI Agency on Aging

In 2008:

Home Delivered Meals- 72,420

Congregate Meals - 67,823

Transportation Boardings: 9,269

I&A Service Units-4,178

Health Promotion Units of Service- 73

Counseling/ Support Group Units of Service- 265

Medication Management Units of Service- 454

Ombudsman Units of Service: 302 (see article below)

Legal Assistance Units of Service: 270

Case Management Units of service- 1,063

Homemaker Service Units- 14,153

Respite Units of Service- 1,105

AP Investigations- 406



During the last year (2008), the Ombudsman Program received 302 complaints about skilled nursing facilities and assisted living centers and made 602 visits to the facilities in our area. 364 of these visits were made by the Assistant Ombudsmen, (Volunteers). These trained volunteers donated time and mileage to the tune of \$24,480.90. In addition, the staff made 37 presentations to the community providing information about Residents' rights, the Ombudsmen Program and the need for more trained volunteers. The Ombudsmen staff also provided 14 in-service training for facility staff about residents' rights, Ombudsmen services, adult protection and the need to provide all care with dignity and respect. Due to the huge request from the residents about the need for meaningful activities, Helen Stanton, coordinated a monthly activity newsletter that is emailed to all facilities. Helen receives the ideas/information from the different facilities about a resident, an activity that works and an Activity Director/staff that goes above and beyond for the residents; formats it and emails it. Both staff and residents are enjoying this newsletter.



Aging Successes

A resident in an urban facility complained that he wanted to return to his rural home. With the permission of the resident, the Ombudsman contacted the facility nearest his home and negotiated with both facilities who in turn contacted his doctors to transfer him closer to his home. He is currently living in a facility closer to his home where his friends and family can easily visit him. He greatly enjoys these visits.

Part of our job is to investigate and resolve problems. One of our Assistant Ombudsmen was visiting the residents during meals. She noticed that as the resident was eating, much of her food was pushed off the plate onto the table. With the permission of the resident, the Assistant Ombudsman checked on the care plan and met with the dietitian. A plate guard had been recommended for this resident, in the care plan, but it was not being used. The Assistant Ombudsman reported this to the administration and followed up at meals. The resident is now eating better and with dignity, because her food is not sliding off the plate. She is happy about it.



On November 4th, Rafael Rodriguez stopped by to proudly let me know that he voted for the first time in the Presidential Election. He speaks very little English and I had recently tutored him on the U.S. Citizenship test, which he passed and became a U.S. citizen on August 7, 2008. Rafael, aged 65 and his wife, Carmen, aged 61, are members of the Grandparents Raising Grandchildren support group, which meets here on the last Tuesday of the month. Emily Hoyt, coordinator of the group, has known them both since March of 2004, when they became guardians of their four grandchildren, ages 2 – 7. They have already raised a family of seven children who are all grown. At a time when most individuals are retired, they are starting over. They live in Hamer, Idaho with their four grandchildren, who are now ages 6 – 11. He works at a dairy, and she has a lunch wagon that serves food to the passing truckers on the highway and to the employees from the nearby potato factory. Always cheerful, you would never know that they are struggling, or that life is hard.

Rafael was nominated for the State of Idaho CAPAI Achievement in January 2009 and won the award. He was unable to attend the presentation, because of work, but his wife and grand-daughter traveled to Boise to graciously accept the award.

Retire and Senior Volunteer Program (RSVP) has worked hard to change the image of Seniors and Volunteering. Just a few examples: they have a blog spot

<http://rsvpvolunteer.blogspot.com/>

They are recycling printer cartridges: *“RSVP is now collecting used ink jet and laser printer cartridges & toner units. We will be paid market values for the cartridges by the Idaho Falls Cartridge World, an international franchise with over 1600 stores in operation. The company pays good rates for the empty cartridges so we are hoping you all will think of us before you throw away or recycle those cartridges elsewhere.”*

And... RSVP's on Twitter! <http://twitter.com/EastIdahoRSVP>

Weatherization

WEATHERIZATION'S MISSION STATEMENT

To reduce energy costs for low-income families, particularly for the elderly, people with disabilities, and children, by improving the energy efficiency of their homes while ensuring their health and safety.

The Weatherization Assistance Program is the agency's core program for delivering energy efficiency services to low-income households. The program reduces energy costs for low income households by increasing the energy efficiency of their homes, while ensuring their health and safety. The program provides energy efficiency services to more than 200 homes every year. These services reduce the average annual energy costs by \$218 per household.

The program prioritizes services to the elderly, people with disabilities, and families with children. These low income households are often on fixed incomes or rely on income assistance programs and are most vulnerable to volatile changes in energy markets. High energy users or households with high energy burden may also receive priority.

Weatherization alleviates the heavy energy burden on low income households and helps them become self sufficient, it revitalizes communities by spurring economic growth and reducing environmental impacts. For every \$1 invested, Weatherization returns \$2.79 in energy and non energy related benefits.

Energy consumption in America has almost tripled since 1950 from 34.6 quadrillion BTUs to 97.4 quadrillion per year and household energy use comprises 22% of the total energy consumption. Americans spend \$156 billion each year on home energy. Low income households pay a disproportionate share of this energy bill. Low income households typically spend 14% of their total annual income on energy, compared with 3.5% for other households. The average expenditure in low income households is nearly \$1,267 annually. Low income families must often cut back on other necessities, such as groceries or medicine, to pay their energy bills.

Professionally trained weatherization crews use computerized energy audits and blower doors to determine the most cost effective measures appropriate for each home. Typical measures may include installing insulation; sealing ducts; tuning and repair of heating and cooling systems; mitigating air infiltration; and reducing electric base load consumption.

Weatherization crews also perform health and safety tests that may include, testing heating units and appliances for combustion safety, carbon monoxide, and gas leaks; assessing moisture damage; replacing unsafe heating and cooling systems; repair or replacement of water heaters; window and door replacement; storm windows; and installing smoke and carbon monoxide detectors.

In 2008 the weatherization program worked on and completed 269 homes with an average cost of \$2,306 dollars per home. This amounted to 734 people receiving weatherization assistance of the 734 people, 152 where disabled, and 301 where children. The weatherization program spent \$620,219 total dollars on the 269 homes completed. Of the \$620,219 dollars spent utility companies contributed \$208,476 dollars and landlords invested \$11,448 in their rental units.

Weatherization Successes

Every home we work on receives a client response form here is just a few of the responses that we have received back from our clients:

“I can’t begin to express in words, how wonderful the work done on my house was and how good it made me feel.”

“Thank you so much for your program. If it weren’t for your program my family would not have had heat this winter, may god bless each and every one of you.”

“Thank you so much for weatherizing my mother’s home! We noticed a big difference the first day. This program and the efforts of those involved are very much appreciated.”



“The work that was done lowered my electric bill. I burn less wood. I used far less propane than last year.”

“I would like to express our gratitude and thankfulness, the crew was super and you have all helped us tremendously. We appreciate all the work and it has made us so happy, thank you so much.”

“They did a great job and this program is a great benefit for people like me who live on a disability check. I would never have been able to have this done on my own.”

“More was done than I expected, every thing was done politely, efficiently and the work made a huge difference in the comfort in my house. That evening after the work was done we had high winds and the effects were not felt in my house. I want to thank you and your workers for such a fine job.”

“The work done has been a great benefit, and it has made a big difference. The crew was fantastic, everything was cleaned up.”



Community Services

The Community Services Division staff work hard everyday to help people help themselves. From the work that the staff do at the Haven to the Emergency Services program to the Outreach in Lemhi and Custer counties, and the delivery of food daily to food pantries and soup kitchens; people helping people is extremely evident. We are proud of the services we provide and the work we do. It's done quietly with respect to the participant and fellow employees and as evidenced by the numbers below, has a great impact on families throughout our service area. Thanks for all you do.

In 2008 the Community Services Division of EICAP:

- Provided services to a total of 4, 852 families residing in the 9 county service area.
- There were 13,330 individuals in those families.
- 1,874 were children between 0 and 5 years of age, 2,080 were 6 to 11 and 1,493 were 12 to 17.
- 2, 575 of people 23 years of age or older has 12+ some post secondary education.
- 3,634 individuals had no health insurance and 2, 705 were disabled.
- 1,088 were single female parent households, while 1,082 were two-parent households.
- 1, 133 had a household income of less that 50% of HHS income guidelines; 1,111 were less that 100% of those guidelines, and 744 were below 125%.
- 2,700 housing rented their dwellings.

- 124 participants enrolled in the GED program offered since March 2008 and at the end of the year, 28 had completed their GED and obtained a certificate.
- 23 participants received federal tax credit that provided more that \$30,000 of disposable income to those families.
- 70% of the people that worked to complete and maintain a budget for over 90 days did so.

- 18,276 boxes of food were provided to families in the nine county service area.
- 688 emergency vendor payments, including fuel and energy bills/rent/mortgage payments were provided to families.
- More that 4,800 households received an energy assistance benefit during the winter months.
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Community Services Successes

Shantell was in jail for a couple of months and then in inpatient treatment at the Road to Recovery in Pocatello. She was on felony probation and was referred to the Haven by a public defender from Twin Falls. She is a recovering Methamphetamine addict.

Shantell moved into the Haven in November of 2005. She has two daughters (Ashlie and Becca) that were not living with her when she moved into the Haven. Ashlie was living with Shantell's mother and Becca was living with her other grandmother. Shantell was pregnant and due in March of 2006.

When Shantell first came to the Haven she struggled in the beginning with honesty and didn't really want to follow the rules of treatment or budgeting. About the time she was to deliver her son (Darius) there was a positive change in her. She wanted a different life style than what she had been living.

Shantell moved into EICAP's Homeless to Homeowners Program in July of 2006. Her daughter Ashlie moved in with her shortly after this move. She completed the Homeless to Homeowners Program through EICAP successfully. She received her Idaho Housing waiver and moved into one of the homes owned by Idaho Housing. She has recently regained custody of her daughter Becca. Shantell now has her three children living with her and doing an exceptional job as a mother. She is a great role model for them.

She currently works for EICAP at the Haven Shelter and is a great asset to the team. She is working full time, attending classes at EITC, and raising three children on her own.

Shantell decided that she would like to attend college and pursue a degree in Nursing. She had a past student loan that stopped her from receiving Federal Financial Aid until it was paid on for 6 months. She did not let this road block slow her down. She began taking a math classes offered at EITC and worked on paying off old debt including the student loan. Shantell was so excited to find out that her felony was not going to keep her from her dream of a career in Nursing. In August of 2007, Shantell began taking general classes at EITC working towards her dream. In April 2009, she found out that she was chosen for the EITC Nursing Program and will be starting August. She is highly committed to her education.

A sweet 70+ year old lady came in for a heat assistance appointment. She explained that her oil tank was under her cement patio slab. So she was forced to purchase her oil no later than Nov. 1st and since there was no way of checking the usage during the winter snows, she shuts her heat off at night and sleeps wearing 3 sweaters under her warm quilts. When told of the benefit she qualified for, she was elated. Her benefit will allow her to not only fill her tank but have some left over money to refill again. She was also qualified for the \$13.50 a month phone assistance/ discount AND the automatic referral to the Winterization Dept. to help with the windows she was hoping to replace this year. She picked up a referral to the Food Bank and left feeling she had finally found a place where someone cares and she can get help. She was very, very happy she came.

Mutual Self-Help Housing and Successes

Eastern Idaho Community Action Partnership's Mutual Self-Help Housing Program is all about success.

Since its inception in 1998 EICAP's self-help housing has provided guidance and support to help 132 families, with 303 children, achieve the American Dream of home-ownership. Each one of the 132 completed homes is a success story. During 2008 sixteen families completed homes.

The results are the same for a college graduate with a young family, starting an entry level job: to the person who has been in the work force for many years but unable to save enough for a mortgage down payment. In each case the family will build a new 3 or 4 bedroom home with an affordable mortgage. Any person who builds a self-help housing home must make a huge commitment of both time and effort. Homeowners must contribute 30 hours per week to home construction.

Two of the recent homebuilders said it best:

"To have been able to build my own home has been a milestone in my life, an endeavor I can be proud of which has given me more a sense of my own character. (abilities, teamwork and commitment.)

I could not have afforded a new home without the mutual self-help-housing program. This means I am going to be bringing my children into a healthy environment, and they are proud of their mom too! My children have had fun seeing pictures and my stories of this experience.

It is assuring to know I will not have to worry about major repair costs associated with an older home, and I am not intimidated by any renovations I will want to do as I know how my home was built.

To commit to the hours has been a sacrifice for my children and co-builder; we often would have rather gone on outdoor activities on our Saturdays. Adding the task of building my home into my work life has also been a struggle at times.

Building has been a learning experience and one that has tested my patience, but well worth the reward.

I tried a couple of years ago to do the program but didn't think I could. So: when I finished college I decided to go for it. There were some struggles working with other people but all good in the end. I finally get to have a garden and I am planning for the future. I am very excited about moving into my new home soon.

My appreciation goes out to this program and also to my co-builder and stepfather, Spence." Thank You, Gina

It is exhausting, painful, a lot of work; But WORTH IT! The fact that I built my own home is really a good feeling. I am more protective of my house because we built it!

Eastern Idaho Community Action Partnership Mission

Eastern Idaho Community Action Partnership is an agency helping to empower all people in our communities to achieve maximum self-sufficiency and independence.

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.
