

**2010 Annual Report**  
Reporting Fiscal Year  
October 1, 2009 — September 30, 2010



**HELPING PEOPLE.  
CHANGING LIVES.**



23751 Highway 30 East, Carroll, IA 51401

[www.newopp.org](http://www.newopp.org) • 712-792-9266

*Serving Audubon, Calhoun, Carroll, Dallas, Greene,  
Guthrie and Sac Counties*

Friends,

In December of 2006, New Opportunities, Inc. was formed. The combination of two non-profit agencies, New View Substance Abuse Treatment and Prevention Center, Inc. and Community Opportunities Inc., which combined has a service history of over 68 years. Through our combined efforts we directly impacted 6,100 families last year representing over 16,885 individuals. On behalf of New Opportunities, Inc. Board of Directors, Head Start Policy Council, Leadership Team, Staff, and Volunteers, I am proud to present our agencies' 2010 Annual Report and our vision of "Helping People, Changing Lives".

Committed individuals, local agencies, and volunteers make it possible for New Opportunities, Inc. to provide high quality services to individuals and families throughout our seven county service area of Audubon, Carroll, Calhoun, Dallas, Greene, Guthrie and Sac counties. Assisting with these efforts is our Board of Directors, Head Start Policy Council members, Coalition members, Leadership Team, talented and committed staff, volunteers, representatives of private industry, Federal, State, County, local governments, and the media. Your vital support is deeply appreciated particularly during these difficult financial times within our economy! Thank you!

New Opportunities, Inc. continues to position itself to be a leader in coordinating services and directly serving the pressing needs of our residents. The ultimate goal is to "change peoples' lives" through responsive, supportive, progressive, and proactive hands-on case management and support services. New Opportunities, Inc. will continue to build upon its unique strengths and expand its partnerships with local service organizations. We will continue to become the premier social and human services organization in all seven counties.

We will work hard with you and for you to make the community action network and counties stronger than ever before with the ongoing effort of the Staff, Leadership Team, and Board of Directors. The year 2010 was a challenging but very successful year! We thank you for your support and look forward to serving you in the coming year. Together we can ... Help People, Change Lives!

Respectfully,

Chad A. Jensen, MA, LMSW, ACADC  
Chief Executive Officer

*Table Of Contents*

What's New	3
Program Financials	4—5
Development CSBG/ARRA/HPRP	6—7
Head Start/Early Head Start	8—9
Energy Assistance	10
Weatherization	11
Family Development Centers	12—13
Health Services	14—15
Prevention & Mentoring	16—17
Substance Abuse Treatment	18—19
Board Membership	Back Cover

What's New

**Carroll**

**Head Start-Family Development Center Building**

New Construction started May 2010 on the Carroll Head Start-Family Development Center building and was completed in December 2010. Badding Construction served as general contractor on the project.

The new construction will house two Head Start classrooms, Family Development Center office, clothing closet, state of the art food pantry and Iowa Rental Help office.



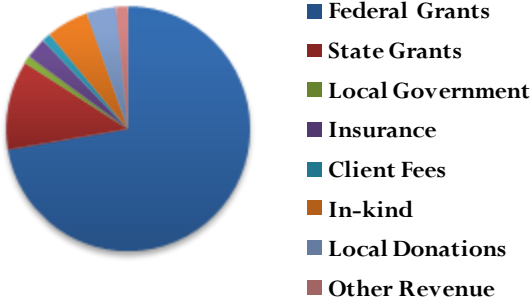
**Program Activity Fiscal Year 2010**

<b>Revenues by Source</b>	
Federal Grants	8,311,432
State Grants	1,351,405
Local Government	115,263
Insurance	316,822
Client Fees	136,039
In-Kind	640,034
Local Donations	448,068
Other Revenue	176,501
<b>Total Revenue</b>	<b>11,495,564</b>

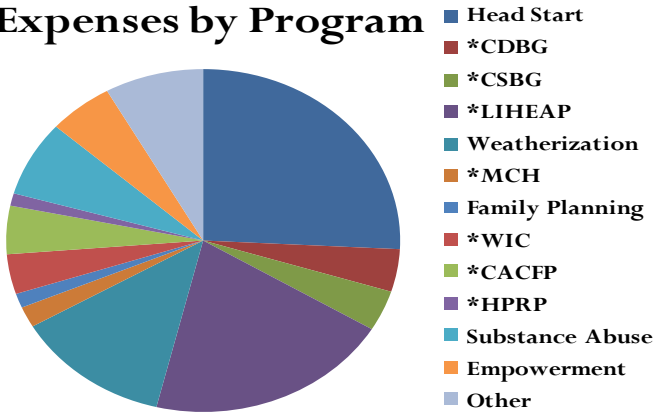
<b>Expenses by Program</b>	
Head Start	3,012,984
Community Development Block Grant (CDBG)	471,447
Community Service Block Grant (CSBG)	447,764
Low-Income Home Energy Assistance Program (LIHEAP)	2,348,169
Weatherization	1,496,559
Maternal Child Health (MCH)	229,466
Family Planning	158,007
Women, Infants & Children (WIC)	440,831
Child & Adult Care Food Program (CACFP)	533,622
Iowa Rental Help (HPRP)	137,773
Substance Abuse	834,647
Empowerment	619,978
Other	942,985
<b>Total Expenses by Program</b>	<b>11,674,232</b>

## Program Activity Fiscal Year 2010 continued

### Revenues by Source



### Expenses by Program



\*CDBG—Community Development Block Grant, CSBG—Community Service Block Grant, LIHEAP—Low-Income Home Energy Assistance Program, MCH—Maternal Child Health, WIC—Women, Infants & Children, CACFP—Children and Adult Care Food Program, HPRP—Homelessness Prevention and Rapid Rehousing

Net Program Asset at Beginning of the Year	\$ 195,315
Change in Program Net Assets	\$ (178,668)
Net Program Assets at End of the Year	\$ 16,647

*Reported by Sheri Mertz, Chief Financial Officer*

CHANGING LIVES.

New Opportunities, Inc., Program Financials

## Community Service Block Grant (CSBG), American Recovery and Reinvestment Act (ARRA)

New Opportunities, Inc. received the Community Service Block Grant (CSBG) American Reinvestment and Recovery Act (ARRA) funding for one year to serve all seven counties in the following programs:

**Disabled Chore** provides funding to an unserved population in need of a source of assistance in paying for lawn mowing and snow removal. New Opportunities, Inc. partnered with New Hope Village.

*Disabled Chore served 31 individuals.*

**Education Assistance** funding was available to increase the opportunities for education for low-income individuals; helping them become more self-sufficient.

*Education Assistance served 68 individuals.*

**Elderly Chore** provides funding to low-income elderly to pay for lawn mowing and snow removal.

*Elderly Chore served 104 low-income elderly households.*

**Family Financial Educator** provides individual or group sessions to help families reduce debt, restore credit, and manage a home budget.

*Family Financial Educator served 186 individuals through training.*

**Grant Writing** A Grant Writer was hired to pursue new avenues of funding to assist low-income families. *16 grants submitted*

**Mental Health Counseling** provides assessment and evaluation to clients who are potentially needing mental health services due to the economic hardship during the economic downturn.

*Mental Health Counseling served 47 individuals.*

**Mortgage/Rent Assistance** provides assistance for qualifying families with income up to 200% poverty.

*Mortgage Assistance served 3 households/14 individuals.*

*Rent Assistance served 34 households/94 individuals.*

**Utility Assistance** provides assistance for qualifying families with income up to 200% poverty.

*Utility Assistance served 72 households/238 individuals.*

### Iowa Rental Help

The Homelessness Prevention and Rapid Rehousing (HPRP) program began providing services in December 2009. The basis of the program is to 1) prevent homelessness by serving individuals and families who are at imminent risk of homelessness; or 2) rapidly rehouse individuals or families who are truly homeless. However, there is a stipulation in these funds that requires participants to demonstrate that they can become financially stable enough within three to six months so that they will be able to maintain their housing.

*We have served 48 households through homelessness prevention; and 15 households through rapid rehousing. There were a total of 174 individuals living in these 63 households.*



### Elderbridge Chore

Elderbridge Agency on Aging funding is available to income eligible individuals 60 years and older to assist with lawn mowing and/or snow removal.

*Elderbridge Chore served 118 income eligible clients.*



### Elderly Waiver Chore

Title XIX funding is available to income eligible elderly to assist with lawn mowing and snow removal.

*Elderly Waiver Chore served 40 income eligible clients.*

***Reported by Marla Janning, Development Director***

## Head Start (HS)

Head Start (HS) serves 247 eligible three and four-year-old children in a center-based environment in Audubon, Calhoun, Carroll, Dallas, Greene, Guthrie and Sac counties.

During the 2009-2010 school year 92 three-year-olds and 179 four-year-olds were served in a half-day program four to five days a week depending on the location. Partnerships developed between Head Start and eight school districts using State of Iowa Voluntary Preschool funding. These partnerships provided funding for the additional half-day resulting in full-day preschool four days per week for 42 four-year-olds.



*\* No more than 247 children served at one time.*

**An important part of HS/EHS is providing or connecting families to services that will enhance their lives.**

Head Start/Early Head Start	HS	EHS
Emergency/Crisis Intervention	81	10
Housing Assistance	138	33
Mental Health	44	6
English as a Second Language	76	6
Adult Education	30	2
Job Training	48	6
Substance Abuse Prevention/Treatment	34	1
Child Abuse and Neglect	14	1
Domestic Violence	10	1
Child Support Assistance	46	4
Health Education	211	33
Assistance to Families of Incarcerated Individuals	5	2
Parenting Education	178	33
Marriage Education	66	12
At Least one of Above	247	33

### Volunteers

Number of persons providing any volunteer services to our program since last year's Program Information Report was reported:

**Head Start: 357**

**Early Head Start: 53**





## Early Head Start (EHS)

Early Head Start (EHS) serves 36 children and pregnant mothers in a home-based option with weekly home visits in Carroll, Dallas, Greene and Guthrie counties. In addition, socializations are offered twice a month in each county for the children and their families.



### *Early Head Start 2009—2010 program year enrollment by age:*

Under age 1	3	3-year-olds	10
1-year-olds	8	Pregnant Women	3
2-year-olds	21	Total Served	45

*\* No more than 36 children served at one time*

### Indicators of Success

#### **Children with Health Insurance:**

Head Start: 89%    Early Head Start: 98%

#### **Children with Continuous accessible healthcare:**

Head Start: 100%    Early Head Start: 100%

#### **Children with up to date immunizations:**

Head Start: 100%    Early Head Start: 98%

#### **Fluoride Varnish application completed:**

Head Start: 666    Early Head Start: 38

#### **Children referred to AEA:**

Head Start: 19                      Early Head Start: 4  
 Received Services: 13            Received Services: 3

#### **Children receiving AEA services prior to enrollment:**

Head Start: 27                      Early Head Start: 4

#### **Children on \*IEP's:**

Head Start: 40  
\*(IEP) Individual Education Plan

#### **Completed Physicals:**

Head Start: 100%

#### **Children on \*IFSP's:**

Early Head Start: 7  
\*(IFSP) Individual Family Service Plan

#### **Completed Dental Exams:**

Head Start: 86%

### Father

#### Involvement

Head Start and Early Head Start have organized, regularly scheduled activities designed to involve fathers/father figures. Number of enrolled children whose fathers/father figures participated in these activities:

**Head Start: 119**  
**Early Head Start: 18**



*Reported by Susan Wessling,  
 Director of Head Start and Early Head Start*

**Weatherization**

Everyone that qualifies for heat assistance also qualifies for consideration for weatherization (making their house more energy efficient to reduce the cost of their heat bills). Under the weatherization stimulus bill, even those in a higher income level (150% to 200% of poverty) can also qualify. Requirements for rental units have also been eased making it easier to weatherize these houses.



Due to the extra weatherization stimulus funding, the weatherization department has grown to three evaluators plus an assistant. Eight counties are served including Sac, Calhoun, Carroll, Crawford, Greene, Audubon, Guthrie, and Dallas. Priority lists are generated by county using utility usage information, age of household members, and disabilities. Highest priority clients have their houses evaluated for possible improvements in insulation, weather-stripping, and sometimes replacement of furnaces, water heaters, and refrigerators with higher efficiency units.

- New Opportunities, Inc. has been awarded a total of about \$3.4 million weatherization stimulus funding (over and above their normal funding) which is to be used by March of 2012.
- During the weatherization program year ending March 31, 2010, New Opportunities, Inc. weatherized 150 homes at a cost of approximately \$1.3 million. This compares to 50 homes weatherized the previous year.

<b>County</b>	<b>2009-10 Houses Weatherized</b>	<b>% change increase</b>
Audubon	17	11.3%
Calhoun	20	13.3%
Carroll	21	14.0%
Dallas	17	11.3%
Greene	25	16.7%
Guthrie	19	12.7%
Sac	18	12.0%
Crawford	13	8.7%
<b>Total</b>	<b>150</b>	<b>100%</b>

**LIHEAP**

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

New Opportunities, Inc. provides assistance with heating costs to low-income families in seven counties—Sac, Calhoun, Carroll, Greene, Audubon, Guthrie, and Dallas. The Family Development Centers in each county take heat assistance applications from October to April. Households who sign up for heat assistance are covered by the Iowa Moratorium on Winter Disconnections—they may not be disconnected from their electric or natural gas supply from November 1 through April 1.



- During the heating season 2009-10, New Opportunities, Inc. gave heat assistance awards to the vendors of 3,696 clients—a total of \$2,249,243 awarded. This compares to \$1,934,338 awarded the previous year.

<b>LIHEAP APPLICATIONS</b>	
<b>COUNTY</b>	<b>2009-10</b>
Audubon	267
Calhoun	451
Carroll	678
Dallas	1086
Greene	483
Guthrie	417
Sac	447
<b>TOTAL</b>	<b>3829</b>

- During the past 12 months, 304 households have been given crisis assistance, mainly for utilities and rent—a total of approximately \$95,171 of assistance.

*Reported by Ron Morlok, Director of Energy*

## Family Development Centers

The New Opportunities, Inc. Family Development Centers serve income eligible families, individuals and elderly residents in seven counties. Family Development Centers are located in Sac City, Rockwell City, Carroll, Jefferson, Perry, Guthrie Center and Audubon, serving the county in which they reside. The Family Development Center is the information, application and referral center for all of the income eligible programs offered by New Opportunities, Inc.

New Opportunities, Inc. Family Development Centers are unique in that they each offer programs that fit their county. Programs that are offered through each county's Family Development Center are Energy Assistance, Weatherization, Iowa Rental Help, SHARE and Financial Education Counseling. Programs and Events that are offered at specific Family Development Center locations include: Food Pantry, Clothing Closet, Elderly Chore, Back to School Drive, Thanksgiving Baskets, Make a Difference Day, Easter Baskets and Toys for Tots/Christmas toy drive.

The Family Development Center Coordinators listen to client's needs and caringly connect them with services, programs, agencies and other individuals that can help them achieve sustainability.

**12,245 households served by Family Development Centers in the seven counties!**

## Back to School 2010

The Back-to-School program allows under-privileged children to have the supplies they need to begin and be excited about a new school year. Donations and distribution are completely local.

**286 kids served in 2010 back to school drive!**



**Food Assistance**

The emergency food pantry is available in Audubon, Calhoun, Carroll, Dallas, Guthrie and Sac Counties to income eligible individuals, families and elderly four times throughout the year. The food pantries are able to provide this service through donations. An extra effort is made to provide holiday baskets at Thanksgiving and Christmas. All counties except Dallas are also hosts for the Iowa SHARE program which allows families to buy groceries once a month at a discount.



	<b>Households Served</b>	<b>Individuals Served</b>
<b>Food Pantries</b>	<b>779</b>	<b>2,085</b>
<b>HUSH Venison (Help Us Stop Hunger)</b>	<b>245</b>	<b>582</b>
<b>Holiday Projects Food</b>	<b>183</b>	<b>565</b>
<b>Totals</b>	<b>1,207</b>	<b>3,232</b>

**Christmas Toy Drive**



During the Christmas Season, the Family Development Centers prepared and distributed toy packages to low-income children in the seven counties to make the holidays a little brighter for families with children.

**1,954 toy packages for children were delivered to families in need!**

*Reported by Mary Greving,  
Energy Assistant*

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

is a supplemental nutrition program for babies, children under the age of 5, pregnant women, breastfeeding women, and women who have had a baby in the last 6 months. WIC helps families by providing healthy foods, nutrition education, and referrals to other health care agencies.

Audubon	184	Greene	327
Calhoun	218	Guthrie	197
Carroll	716	Sac	216
Dallas	1519		
<b>Total individuals served: 3,377</b>			

**Child & Adolescent Health Programs** provide services for children and youth ages 0 to 22 years. Staff help families to access the following screening services for their children: history; physical examinations; vision and hearing screening; dental education and referral; health education; immunizations; developmental assessment; nutrition and psychosocial screening and laboratory tests including blood lead testing.

**Maternal Health Program** provides enhanced services to pregnant and post-partum women in our service area. Health Education includes: importance of continued prenatal care, normal changes during pregnancy, maternal changes and fetal changes, self-care during pregnancy, relief for discomfort in pregnancy and warning signs to report to your doctor. In addition, Labor & Delivery includes: normal process of labor, signs of labor, coping skills, danger signs and referrals to child birth classes.

**Childhood Lead Poisoning Prevention** works to reduce the prevalence of childhood lead poisoning through the following activities: Testing to identify lead-poisoned children; Providing medical and environmental case management to children identified as lead-poisoned; Providing education and outreach regarding childhood lead poisoning in communities; Getting community leaders involved in childhood lead poisoning prevention; Managing blood lead testing and case management data.

*Children 6 years and younger screened: 4,966*

**Family Planning (FP)**

strives to help individuals make safe, informed decisions regarding their reproductive health. We provide services to male and female clients throughout their reproductive years.

Audubon	30	Greene	13
Calhoun	15	Guthrie	12
Carroll	187	Sac	18
Dallas	66	Other	11
<b>Total individuals served: 352</b>			

## Community Adolescent Pregnancy Prevention

**Program** aims to reduce teen pregnancies through education. Presentations are available to schools that focus on contraceptive choices, sexually transmitted diseases, making healthy choices, and preventing unintended pregnancies.

*Number of students reached: 962*

**I Smile** offers every recipient of medical assistance who is a child twelve years of age or younger to have a designated dental home and be provided with the dental screenings and preventive care identified in the oral health standards under the early and periodic screening, diagnostic, and treatment program.

<i>I Smile Individuals served by County</i>			
Audubon	163	Greene	387
Calhoun	435	Guthrie	275
Carroll	657	Sac	424
Dallas	1296	Other	136
<i>Total individuals served: 3,773</i>			
<i>Clients reporting dental home: 1,049</i>			

**Child Care Resource & Referral (CCR&R)** provides a variety of services for parents, child care providers, and community groups. Services help parents make informed choices about all aspects of care for their children and assist providers in enhancing professional and personal growth.

<i>County</i>	<i>DHS Registered Child Development Homes</i>	<i>Total Child Care Programs listed with CCR&amp;R</i>
<b>Audubon</b>	12	25
<b>Carroll</b>	102	161
<b>Greene</b>	24	42

*Twelve CCR&R trainings offered from October 2009 to September 2010.*

**Child and Adult Care Food Program (CACFP)** offers meal reimbursement to child development homes that are registered by the Iowa Department of Human Services (DHS) and have an Iowa CACFP Home Sponsor for serving meals that meet the CACFP requirements.

*Number of meals served: 1,511,640*

*Number of kids served: 4,070*

**hawk-i** offers health care coverage for uninsured children of working families. *35% increase in enrollment from October 2009 to September 2010.*

*Reported by Paula Klocke, Director of Health Services*

## Comprehensive Prevention

Our comprehensive grant allows us to work within many different areas in our communities. The main goal of the grant is to provide education. We are able to provide LifeSkills, a researched based program in the fourth and seventh grade. This program seeks to influence good choices when pressured into tobacco, alcohol and drugs. The different methods that are used are lecture, discussion, coaching, & role playing. All schools and grades served in our area averaged an 18% increase in knowledge pertaining to the effects of alcohol and drugs.

Another important group that we work with is local businesses to provide workplace education on alcohol and drugs. This training includes educating the supervisors on the signs and symptoms of use/misuse of alcohol, marijuana, methamphetamine, inhalants and prescriptions. Supervisors learn leadership roles, how to document performance issues, how to identify troubled employees, how to address those concerns. Supervisors will also learn about the policy-practice gap. Workplace Trainings are offered in the following five counties: Audubon, Carroll, Greene, Guthrie and Sac. In the last year there was a 20% increase in knowledge between the pre and post test for the supervisors in all 5 counties.

## Tobacco Prevention

New Opportunities, Inc. is also the recipient of the state tobacco prevention and control grant. This grant allows us to work heavily within communities to assist in policy change for clean air.

Tobacco Free Coalitions are available in Audubon, Carroll, Greene, Guthrie and Sac Counties. Each coalition is made up of community members who work together to improve the health of their communities by reducing tobacco use and exposure to secondhand smoke. Members meet bi-monthly to plan on-going tobacco control and prevention activities based on goals set by the coalition.



Youth Mentoring

Big Brothers Big Sisters (BBBS) Mentoring Program of Sac County has had very exciting growth in the last year! Currently we serve 19 mentors in the BBBS community-based program and we had 44 in our school-based program. Mentors in the community-based program are asked to donate 2 hours every 2 weeks and the school programs meet one class period per week. The Carroll Big Brothers Big Sisters mentoring program served over 50 children in 3 communities through the community-based and school-based programs. These investments of time result in established, trusting relationships that allow mentees to safely grow socially and emotionally, resulting in more confident, productive, caring youth. Our mentoring programs are fully certified for 2010-2012 by the Iowa Mentoring Partnership. This means the program has successfully met all the quality requirements established by the *Elements of Effective Practice* and upheld by the Iowa Mentoring Partnership recertification process.

Governors Volunteer Service Awards

Sac County Mentoring recently received two awards!



Jayne Wilhelm, Sac County Mentoring Coordinator, pictured left, nominated for exceptional work with the mentoring school-based program in Schaller-Crestland School District.



The Schaller-Crestland Mentors pictured to the left as they received an award for their time and dedication and exceptional service to the children.

*Reported by Shannon Mahannah,  
Director of Prevention Services*

## Intensive Outpatient

New evidence-based programming was implemented into the Intensive Outpatient Program in December 2009.

The Matrix Intensive Outpatient Treatment for People With Stimulant Use Disorders was developed by the Matrix Institute in Los Angeles, CA. It was originally developed in the 1980's in response to the increased number of methamphetamine and cocaine abusing clients that were entering treatment. It has since been adapted to treat all substances.

The approach is a model that incorporates elements of relapse prevention, cognitive-behavioral, psychoeducation, and family approaches, as well as 12-Step program support.

The Matrix IOP model offers 16 weeks of structured programming and 36 weeks of continuing care. This program not only addressed the client but also their family.

Components of the Matrix IOP program include:

- Individual/Conjoint family sessions
- Early Recovery Skills group sessions
- Relapse Prevention group sessions
- Family Education group sessions
- Social Support group sessions

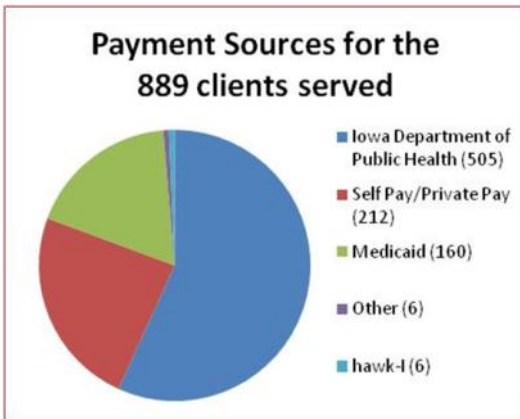
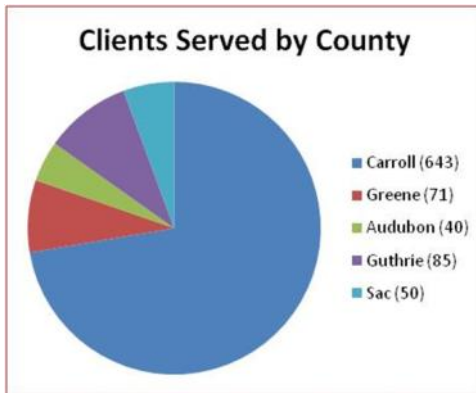
## Extended Outpatient

A new daytime Extended Outpatient Group was added to the many services already provided by New Opportunities, Inc. The Early Bird Recovery Group is an extended outpatient level of care that meets in the morning to assist those clients that may work second or third shift or those who may have child care or transportation issues in the evening. New Opportunities, Inc. attempts to meet the many needs and circumstances of our clients.

## Substance Abuse Treatment Program

<b>Total Clients Served</b>	
* Placement Screening/Evaluation	574
Admissions into Outpatient Services	309
Crisis Sessions	6
<b>Total</b>	<b>889</b>

\*Of the 574 placement screening/evaluations the referral source was:  
 168 OWI/Zero Tolerance, 184 Other Criminal/Probation,  
 58 Drug/Alcohol Provider, 45 DHS, 40 Self,  
 32 Health Care Provider, 25 Mental Health Agency and 22 Other.



*Reported by Marie Sharon, Director of Clinical Services*

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**New Opportunities, Inc., Substance Abuse Treatment**

# 2010 Annual Report

## Reporting Fiscal Year

October 1, 2009 – September 30, 2010



### Board Membership

The Board of Directors constitute as the members of this Not for Profit Corporation. The board is divided equally among the seven counties New Opportunities serves and is also equally allocated one-third each to the tripartite categories of membership.

These categories consist of :

- 1) Public Official Representative,
- 2) Low Income Representative, and
- 3) Private Sector.

For more information on New Opportunities, Inc  
please go to: [www.newopp.org](http://www.newopp.org)

**HELPING PEOPLE.  
CHANGING LIVES.**

*New Opportunities, Inc. would like to sincerely thank the clients, volunteers, staff and community for continued support in the many programs offered. Together we will all work together to continue helping people, changing lives.*