

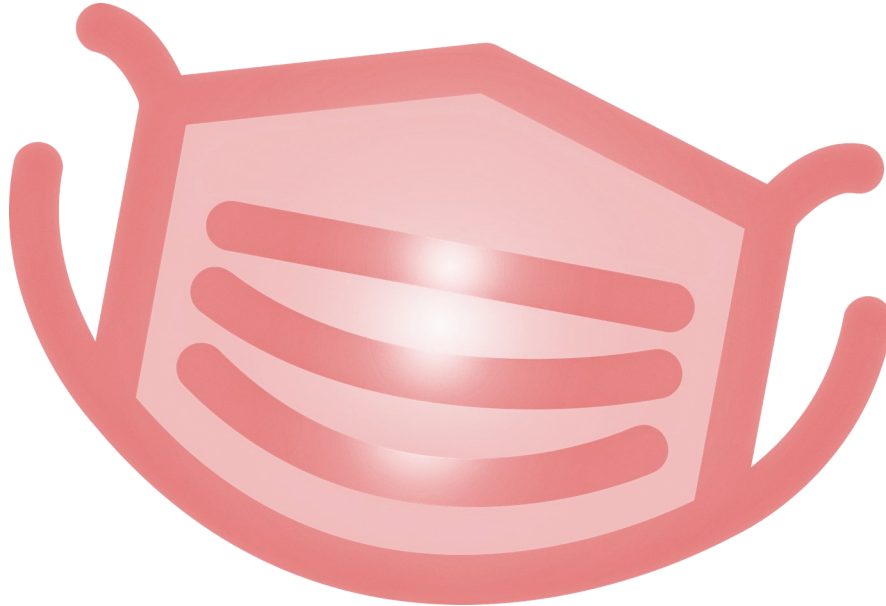


2020

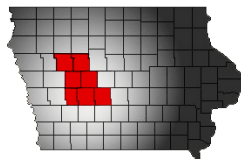
Annual Report

Mask Up to Make a Difference

Protecting and Helping Families One Program at a Time



Serving Audubon, Calhoun, Carroll, Dallas, Greene, Guthrie & Sac Counties



www.newopp.org

2020 Annual Report, October 1, 2019—September 30, 2020

New Opportunities provides a variety of Behavioral Health Treatment Services in 5 counties, including:
Audubon, Carroll, Greene, Guthrie, and Sac.

New Opportunities is part of Iowa Department of Public Health’s Integrated Provider Network and provides outpatient substance use and problem gambling services to adolescents, adults, and families. Our treatment services are based on the most current research regarding effective treatment for substance use disorders and problem gambling and utilize evidenced-based curriculums. We offer different programming options including both day and evening therapy services.

Intensive Outpatient Program (IOP) is a nonresidential service providing regularly scheduled sessions for a minimum of nine (9) hours a week along with random drug testing in a structured program, which provides patients with the opportunity to remain in their own environment and/or retain their employment.

Extended Outpatient Program (EOP) is a nonresidential service providing fewer than nine (9) hours per week of therapeutic services. Individuals appropriate for this level of care meet diagnostic criteria for a substance use disorder.

Adolescent Extended Outpatient Program is a service providing fewer than six (6) hours per week of therapeutic services who need outpatient care for their substance abuse and addiction.

Screening, Brief Intervention, and Referral to Treatment (SBIRT):

- ◆ Screening quickly assesses the severity of substance use and identifies the appropriate level of treatment. New Opportunities also utilizes SBIRT for problem gambling.
- ◆ Brief intervention focuses on increasing insight and awareness regarding substance use/problem gambling and motivation toward behavioral change.
- ◆ Referral to treatment provides those identified as needing more extensive treatment with access to specialty care.

Clients Served by the Behavioral Health Department in FY20

County	Unduplicated Number of Clients Served
Audubon	74
Carroll	173
Greene	48
Guthrie	52
Sac	60
TOTAL for FY20:	407

Medication Assisted Treatment (MAT): New Opportunities is partnering with UCS Healthcare to offer Medication Assisted Treatment (MAT) in the Carroll location. As more attention is brought to the opioid epidemic in Iowa, awareness of the available healthcare options to combat this fatal crisis remains virtually unknown. UCS Healthcare provides an outpatient program to communities across Iowa known as Medication Assisted Treatment (MAT). MAT, in conjunction with therapy, is one of the most effective treatments for opioid dependence and substance use disorder. UCS Healthcare is taking steps to help patients live a productive life in recovery, thanks to medication units which administer safe, monitored doses of Methadone or Suboxone to alleviate opioid withdrawal symptoms when used as directed in a patient’s therapeutic plan. New Opportunities is able to support client admittance to these services as part of our State Opioid Response (SOR) grant.

The New Opportunities Family Development Centers, located in each of the seven county service area, serve as the information, application and referral center for income-eligible programs available to residents of each county. The following programs are offered in each of the New Opportunities seven county service area.

Utility Assistance

New Opportunities provides utility assistance through the Family Development Centers. The sources of utility assistance include both the Low-Income Home Energy Assistance Program (LIHEAP), which aims to make energy affordable, and crisis assistance to prevent utility disconnection or to ensure an uninterrupted supply of fuel.

LIHEAP is a federally-funded program that helps low-income families pay for a portion of their primary heating costs for the winter heating season. The assistance is based on household factors, such as income, household size, type of fuel, and type of housing.

Crisis assistance may be available year-round to families requesting utility connection, service continuity, an emergency fill of propane or fuel oil, as well as assistance with furnace repair or replacement.

FY20 Utility Assistance

	Total Households Served	Total Assistance Paid
LIHEAP	3326	\$1,510,640
Utility Crisis Assistance	427	\$263,263

Disaster Assistance

When the Governor releases a proclamation of disaster activating the Iowa Individual Assistance Grant Program, it activates New Opportunities, the Community Action Agency, serving the disaster-affected county(ies) to provide Disaster Case Management services.

Financial Literacy

The Family Development Center Coordinators in each county, along with the Financial Literacy Coordinator, met with families monthly over a 5 – 6 month period with follow ups at 6, 9 and 12 months. Enrolled families learned about a variety of topics including, creating a budget, reducing debt, building savings, and improving credit. In Fiscal Year 2020, **25 households** benefited from this part of our Financial Literacy program! We received positive feedback from the enrolled families about how much knowledge they gained from their time in this program.

Back to School Supplies

With the help of local donations, New Opportunities provides Back to School supplies to low-income children. In FY20, New Opportunities ensured that children in need were prepared for a successful school year of learning by providing **514 school supply packages**.



Christmas Gifts

During the holiday season, each Family Development Center Coordinator collaborates with local resources and Toys for Tots to distribute Christmas gifts to eligible, low-income families in their county. In FY20, New Opportunities was able to provide **1,915 individuals** with a brighter Christmas!



Head Start & Early Head Start

The New Opportunities Head Start program is funded to serve children within the seven-county service area of Audubon, Calhoun, Carroll, Dallas, Greene, Guthrie, and Sac Counties. Head Start provides eligible three and four-year-olds with free preschool that features active learning experiences, nutritious snacks and meals, health, mental health and dental services, and family services.

New Opportunities Head Start Classrooms 2019-2020

County	Classroom Location	Number of Classrooms	Part Day or Full Day	Number of Children Enrolled	Type of Classroom
Audubon	Audubon Elementary	1	Full Day	15	School District Partnership
Calhoun	Lake City	2	Part Day	5	School District Partnership
	Rockwell City	2	Part Day	5	School District Partnership
Carroll	Carroll	1	Part Day	17	Head Start only
	Carroll	1	Full Day	14	Head Start only
	Coon Rapids	1	Part Day	10	School District Partnership
Dallas	Perry	3	Full Day	52	Head Start only
	Waukee	2	Full Day	34	Head Start only
Greene	Jefferson	2	Part Day	33	School District Partnership
	Jefferson	1	Full Day	17	School District Partnership
Guthrie	Panora	3	Part Day	17	School District Partnership
Sac	Sac City	1	Part Day	19	Head Start only
	Schaller	2	Part Day	9	School District Partnership

The New Opportunities Early Head Start Program is funded to serve expectant mothers and children age birth to three within the four county service area of Carroll, Dallas, Greene, and Guthrie Counties. Early Head Start is a home based visitation program within which each enrolled participant receives a weekly home visit and two opportunities each month for socialization with other participants. The content of each home visit focuses on assisting parents in being their child's first and best teacher. Enrolled participants in Early Head Start receive the same comprehensive services as those in Head Start with all services provided in the home or at socializations.

In 2019, the New Opportunities, Inc. Head Start Program was awarded funding to open two Early Head Start Centers. The centers will be located in Perry and Carroll. Each center will enroll 32 children age birth to three. Construction is in process on these centers.

Early Head Start Enrollment 2019-2020

County	Number of Enrolled Children/Expectant Mothers
Carroll	11
Dallas—Perry	12
Dallas—Waukee	8
Greene	1
Guthrie	4



The New Opportunities Health Services Department provided many different services to men, women, and children in our seven-county service area.



WIC (Women Infants, & Children) 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. In 2020 there were **1,570** women and children received WIC benefits in our 6-county project area. WIC helps provide healthy foods, nutrition education and referrals to other healthcare agencies. Our staff enjoys participating in health promotional opportunities with all WIC participants. Our **Breastfeeding Peer Counseling Program** was in its third year of operation during 2020 and we were able to see growth and successes within the program. The Program has two trained Breastfeeding Peer Counselors: Brooke Cressler and Brenna Hodne. Both have been a great addition to our WIC team and truly enjoy mentoring other breastfeeding moms. A WIC mom can reach out to their peer counselor whenever they have questions or concerns regarding breastfeeding. Our Peer Counselors offer new mothers the support they often need during the early days of breastfeeding. **114** mothers received support from a Peer Counselor.

1,565 unduplicated children ages birth to 21 received services through our **Child and Adolescent Health Program** during 2020. Staff provided **3,747** services including: lead screenings, developmental screenings and informing and care coordination activities. When COVID arrived in March staff shifted to providing services by phone which did impact the number of services provided. **90%** of all families reported having a medical home. Our Child Health staff provides assistance with applying for Medicaid or hawk-i health insurance. Staff works with families who are newly eligible for the State Medicaid program to inform them of covered services and to ensure access to regular health care check-ups, dental services, vision screenings and immunizations. Staff work attentively with families to provide support and referral for parenting issues such as behavior, speech development, high family stress and any other area a family may be struggling with.

163 pregnant and postpartum women were seen through the **Maternal Health Program** for health education during and after their pregnancies in Audubon, Carroll and Guthrie counties. Staff provided a total of **1,158** services including: health education, psycho-social counseling and oral health counseling. **95%** sought care with their OB provider in the 1st trimester and **75%** breastfeed. Maternal Health staff assists with medical and dental assessments, health and nutrition education, screening for depression, plans for delivery and adjustment issues as their families expand.



New Opportunities **I-Smile Program** provided **1,122** oral health services to **977** unduplicated children during 2019 to children residing in Audubon, Carroll and Guthrie counties. These services included **545** dental screenings and **455** fluoride varnishes. Our Dental Hygienists provide dental services at WIC clinics, preschools, Head Starts and in the area schools. We provide these dental services with an emphasis in prevention and education from newborns all the way through middle school students. We also offer dental screenings, fluoride varnish, and oral health education to expecting and postpartum mothers.



I-Smile @ School provides dental screenings, dental sealants, fluoride varnish and oral health education for elementary and middle school students. For school aged children, 80% - 90% of tooth decay, or cavities, occur on the chewing surfaces of the molar (back) teeth. Placing dental sealants on these teeth greatly lowers the chance that those teeth will get tooth decay. Our Sealant Program provides screening services to the following schools: Adair-Casey, Audubon, Carroll-Fairview, Coon Rapids-Bayard, Exira-Elk Horn-Kimballton, IKM-Manning, Panorama and West Central Valley-Stuart. **103** students received sealants with a total of **224** sealants placed.

Family Planning and Community Adolescent Pregnancy Prevention Program (CAPP) provided **583** middle/high school/college students with science-based sexuality information including: having a healthy relationship, preventing unplanned pregnancies, reducing sexually transmitted infections and being safe with social media.



1st Five works to build partnerships with primary care providers in Audubon, Carroll and Guthrie counties. 1st Five supports health providers in the early detection of social-emotional and developmental delays and family risk-related factors in children birth to 5 and coordinates referrals, interventions and follow-up. In 2020 staff provided care coordination to **23** families after receiving a referral from their medical provider, resulting in over **30** community resource connections for the families. Currently 1st Five has **9** medical clinics making referrals to the program.

Our 6th Annual Children's Health Clinic was held August 18, 2020 at New Opportunities, Inc. central office. Due to COVID, changes were made to ensure the safety of our clients and staff. This was the first time we took appointments for all services offered. We had the pleasure of providing services to **67** children, serving **41** families and providing **159** services. The Health Services Department partners with local providers and professionals to offer free health screenings, school physicals, dental screenings, vision screenings, immunizations, lead testing, and developmental screenings. The clinic is offered shortly before area schools return from their summer break to help parents meet all the school requirements before their student starts school. Thank you to all the wonderful volunteers for another successful clinic despite operating during the pandemic!!

Integrated Provider Network

New Opportunities provides IPN Problem Gambling and Substance Misuse Prevention Services in Audubon, Carroll, Greene, Guthrie, and Sac Counties addressing the priority areas of: Alcohol, Marijuana, Prescription Medications, Problem Gambling, and Tobacco.

The Iowa Department of Public Health (IDPH) Substance Use and Problem Gambling Services Integrated Provider Network (IPN) is a statewide, community-based, resiliency- and recovery-oriented system of care for substance use and problem gambling services (prevention, early intervention, treatment, and recovery support).

The IPN brings together three previously separate service systems: Substance Abuse Prevention, Substance Use Disorder Treatment, and Problem Gambling Prevention and Treatment, as directed in legislation beginning in 2009. IPN services are funded by the State General Fund appropriation to IDPH for substance use and problem gambling services and the SAMHSA Substance Abuse Prevention and Treatment Block Grant.

At a minimum, contractors must provide Prevention Services that comply with the Institute of Medicine Prevention Classifications, the Strategic Prevention Framework, and the six SAMHSA Prevention Service Categories.



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Iowa Department of Public Health

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Tobacco Use Prevention & Control

New Opportunities is the recipient of the Iowa Department of Public Health Tobacco Prevention and Control Community Partnership Grant covering Audubon, Carroll, Greene, Guthrie and Sac Counties.

We work at the community level to prevent tobacco use initiation, eliminate exposure to second hand smoke, promote tobacco cessation, and work with local coalitions.

We also support I-STEP (Iowa Students for Tobacco Education and Prevention) groups in several area school districts. I-STEP is Iowa's youth-led tobacco prevention movement and several students participating in our local chapters are also serving on the State ISTEP Executive Council!



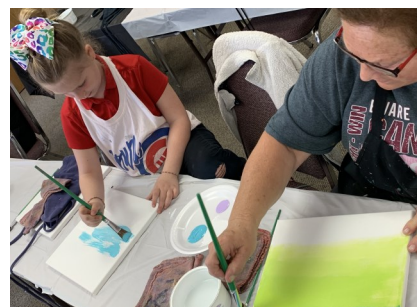
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Mentoring Programs

Mentoring is a fun and rewarding program for children and adults. The mentoring relationship is a special bond that can help children build self-esteem and develop strong values while providing a fun, nurturing environment. New Opportunities provides mentoring programming in Audubon, Carroll, Greene, Guthrie, and Sac Counties. We will also be expanding our programming to include an e-mentoring option in 2021.



The New Opportunities Weatherization Department works with low-income families to improve the energy efficiency of their homes and to reduce their energy usage.

The Weatherization services are of no cost to the participating families!

To qualify for Weatherization, households need to meet one of the following requirements:

- ◆ Qualify for LIHEAP (Low-Income Home Energy Assistance Program)
- ◆ Have a household member that receives SSI (regardless of income)
- ◆ Household's percentage of poverty is below 200%

In Fiscal Year 2020, the Weatherization Department completed the following in their eight-county service area:

- 33 homes weatherized
- 24 furnaces installed
- 14 water heaters installed
- 68 carbon monoxide alarms installed
- 27 smoke alarms installed
- 12 LP alarms installed
- 22 exhaust fans installed



The New Opportunities Weatherization Department serves families in eight west-central Iowa counties, including: Audubon, Calhoun, Carroll, Crawford, Dallas, Greene, Guthrie, and Sac.

The 2020 COVID-19 Pandemic this year has brought on a new way with how New Opportunities provided services to our low-income individuals and families. In March 2020, we closed our doors to the public and remained closed until recently. Although we had our doors closed to the public, New Opportunities continued to provide services across the board to our clientele! New safety precautions have been implement for the safety of staff and clients.

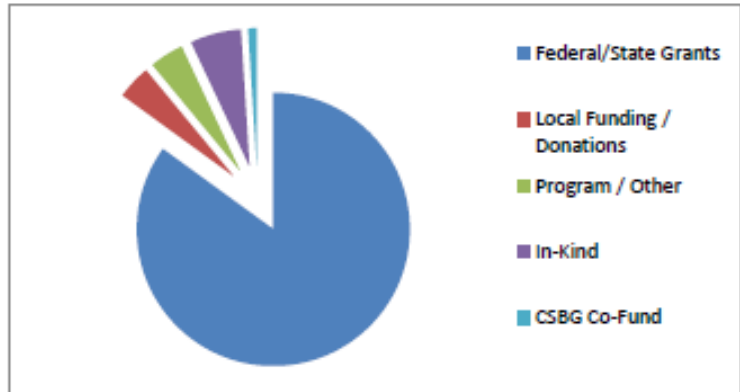
- With the doors closed our Family Development Centers offered drive-through pickup for food pantries as well as home deliveries to those who were unable to leave their house due to the pandemic.
- The Behavioral Health Treatment Department shifted to utilizing telephonic means for sessions. This allowed clients to have simpler access to support during these stressful times.
- Prevention continued to work hard through the means of electronic communication, learned how to use video/media platforms, provided virtual live OWI classes and community trainings.
- Our mentoring program moved to an increase in phone and video call check-ins to continue to support the youth and families involved in the program.
- Our CAPP Program successfully implemented curriculum in area schools for pregnancy prevention through provided services both in person and via Zoom.
- Head Start continued to offer in person services to children by decreasing the number of children in each classroom to allow for more social distancing. Technology was also utilized to conduct virtual visits with families.
- In Early Head Start (home based), all visits are being conducted virtually. While we can enroll the same number of children as we have in the past, COVID has eliminated the ability to have face to face visits and events.

Statement of Activities

FY20 PROGRAM REVENUE AND EXPENSES BY CATEGORY

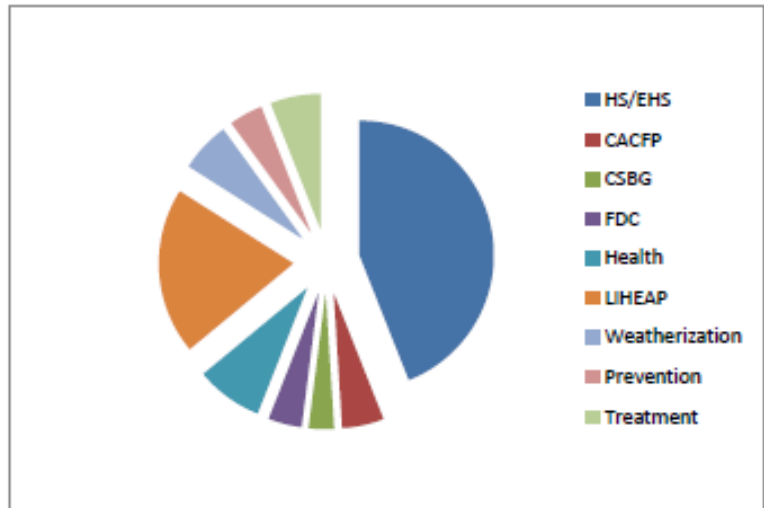
FY20 PROGRAM REVENUE

Federal/State Grants	85%
Local Funding / Donations	4%
Program / Other	4%
In-Kind	6%
CSBG Co-Fund	1%
	<u>100%</u>



FY20 PROGRAM EXPENSES

HS/EHS	44%
CACFP	5%
CSBG	3%
FDC	4%
Health	8%
LIHEAP	20%
Weatherization	6%
Prevention	4%
Treatment	6%
	<u>100%</u>



County Office Locations

Audubon County



109 Tracy Street
Audubon, IA 50025
Phone: 712-563-2777
Fax: 712-563-3017

Calhoun County



334 Richmond Street
Rockwell City, IA 50579
Phone: 712-297-7721
Fax: 712-297-9927

Carroll County



23751 HWY 30
Carroll, IA 51401
Phone: 712-792-9266
Fax: 712-792-1956

Dallas County



1212 Second Avenue
Perry, IA 50220
Phone: 515-465-5185
Fax: 515-465-5995

Greene County



1401 N Elm, Suite A
Jefferson, IA 50129
Phone: 515-386-2719
Fax: 515-386-3845

Guthrie County



400 State Street
Guthrie Center, IA 50115
Phone: 641-747-3845
Fax: 641-747-3269

Sac County



1710 W Main Street
Sac City, IA 50583
Phone: 712-662-3236
Fax: 712-662-3593