



Eastern Idaho Special Services Agency, Inc.

2003 Annual Report

May 18, 2004

Board of Directors

Officers of 2003

President
Michael Hinman

Vice President
Penny Pinson

Secretary
Debbie Horton

Treasurer
Lewis Blurton

Asst. Secretary
Lois Perry

Asst. Treasurer
Jay Doman

2003 Board of Directors

Class "A" - Public Officials

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

Class "B" – Participant Representatives

Michael H. Hinman..... Idaho Legal Aid
Hugo Arias HOLA, Inc, Translations
Debbie Horton Regional Council of Ministry
Penny Pinson District VII Health
Sarah Russell..... E.I.S.S.A. Head Start

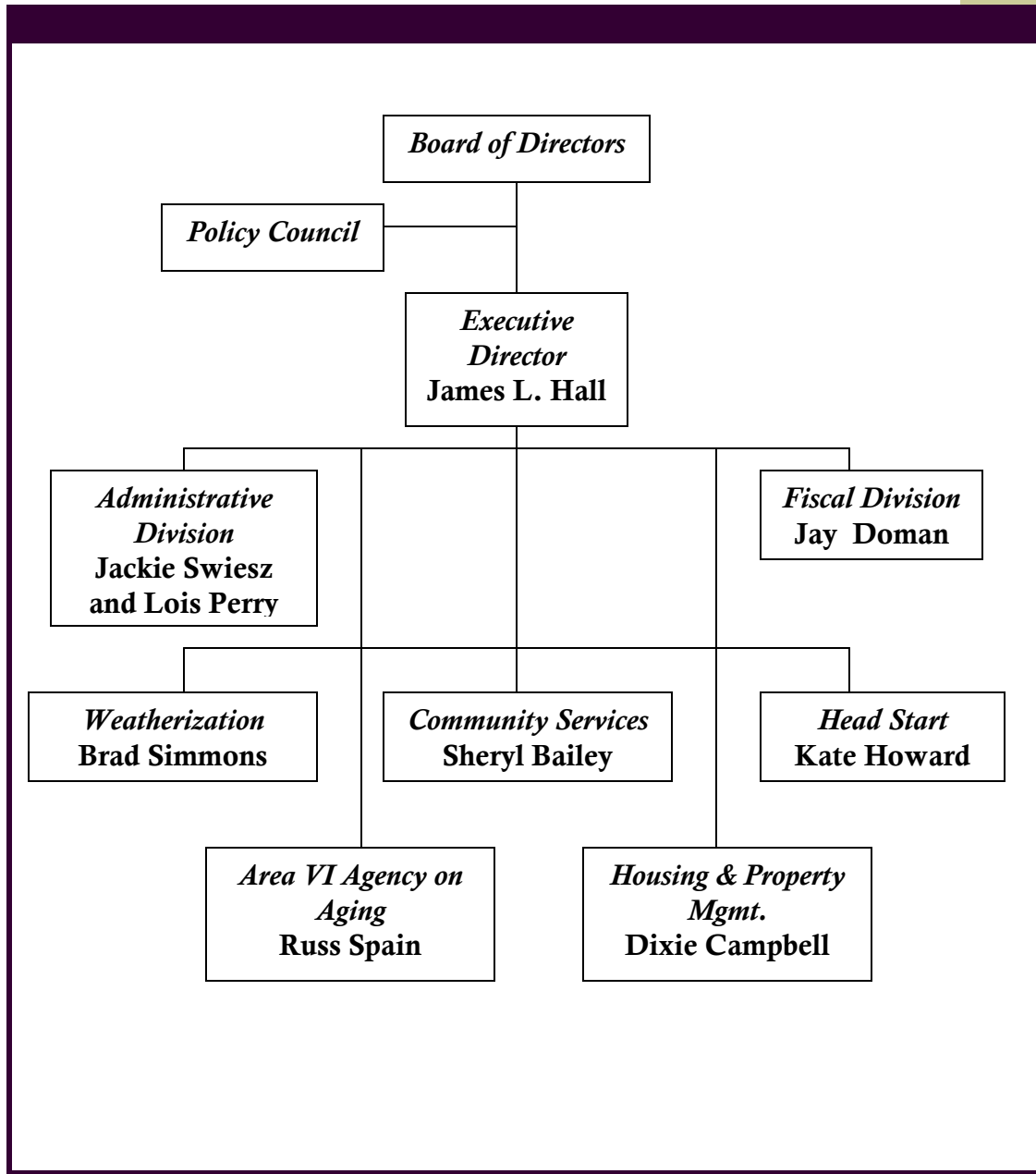
Class "C" – Community Organizations

Oval Caskey..... American Legion
Doug Flint..... Zions Bank
Lewis Blurton Falls Southern Baptist Church
Robert Pearson..... Rotary Club
Kathryn DaBell..... Zions Bank

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.

E.I.S.S.A. 2003 Organizational Chart



Administration & Special Projects

13 years of painting homes...In 2003, E.I.S.S.A. teamed with United Way's "Day of Caring" on September 13, 2003. With 140 volunteers we painted 10 houses at a cost of \$3,632. The volunteer teams supporting this event were from St. Paul's Methodist church (they have supported HHH for all 13 years), Idaho Falls Civitans, Target, JC Penney, Melaleuca, PFLAG and INEEL. The INEEL painted two homes. Riley Call earned his Eagle Scout award as team captain for the HHH project completed by his team.

The "Garden Level"

In 2003, the administration and Board of Directors decided remodel the garage to create a beautiful new conference room (also available to the public) and additional office space. In September the Head Start central office staff moved in, the Nutrition Division moved to 590 W. 19th St, the Community Services Division moved in with the Head Start staff and the main floor remodel became affectionately, the "Garden Level". The Idaho Falls Chamber of Commerce had a ribbon cutting ceremony for the additional on December 16, 2003.

Hands Helping Homes

Financial contributions and support throughout the years of this project has come from US Bank, ERIMC, Bank of Idaho, Columbia Paint, United Way and E.I.S.S.A. There are many proud homeowners who have deeply appreciated the work done by the volunteers of Hands Helping Homes.



E.I.S.S.A. 101

In an effort to ensure that all E.I.S.S.A. staff and board members understand and are up to date with all of the services provided under the large umbrella agency that is Eastern Idaho Special Services Agency; Jim Hall and the management staff provided a 1/2 day, quarterly meeting for all new staff and board members. Each program director gave a detailed description of the programs they are responsible. Jim included a history of E.I.S.S.A. We plan to continue this practice indefinitely, it was very successful.

Letter from the Executive Director

The year 2003 was an exciting one for Eastern Idaho Special Services Agency because it marked our thirty-fifth anniversary of providing services to people in eastern Idaho. As we celebrated our continued success created by the hard work of many people, we faced new challenges for some programs and the old challenge of inadequate funding that plagues all of our programs.

The Head Start program began the year facing a difficult task – three separate program reviews to determine if the program had satisfactorily corrected program deficiencies from the previous federal review. It also started the year with a temporary director – Kathy Ford.

I am very pleased to say that the Board of Directors, the Head Start Policy Council and especially the Head Start staff met each review challenge head on and by the end of the summer we had a renewed program. We also had a new Head Start Director, Kate Howard.

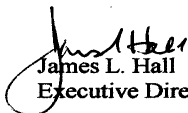
In October we completed another task that we had been working on for over two years. With the acquisition of Camas Street Apartments in Blackfoot, E.I.S.S.A. moved over the three hundred mark for the total rental properties we own and manage. Camas Street Apartments will occupy a lot of attention in the upcoming year as we begin a million dollar rehabilitation of the project on our way to turning it into a showcase property in Blackfoot.

In the aging program the Grandparents Raising Grandchildren took a major step forward with the award of a grant from the Brookdale Foundation to support this relatively new program to provide support for those grandparents assuming their second round of parental responsibilities.

Throughout this year, during the occasion turmoil, we continued to provide essential services to people in need in our community. We helped families build homes, we helped people with emergencies and with everyday problems, we sheltered the homeless and we fed the hungry. We made homes more energy efficient through weatherization and we educated and advocated for young children, people in need and grandparents.

Although 2003 was a special year because of our anniversary, it was also a typical year in which the magnificent staff people of Eastern Idaho Special Services Agency did what they do best – they cared about people in our community and gave them a little help during a time of need.

And then they started all over again in 2004.


James L. Hall
Executive Director

Weatherization

Highlights of 2003

- 160 homes completed with an average cost of \$3,125 per home.
- 412 individuals received weatherization assistance
- Of those 412...
- 73 were disabled
- 194 were children

- The Weatherization Program spent \$498,672 on the 160 homes completed.

- Of that \$498,672...

- Utility companies contributed \$70,342

- Landlords invested \$2,253 in their rental units.

The weatherization program is in its fourth 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.

The purpose of the program 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. 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.

The Mobile Home Safety Program has been in existence for three years, this program covers life safety issues on pre 1976 mobile homes such as the inspection and repair of electrical wiring, gas appliances and connections, plumbing, drainage and venting, and the installation of properly sized windows in each bedroom for emergency exits. In 2003, we completed 26 mobile homes under this program with an average cost of \$2,038. It is funded by The Idaho Community Reinvestment Corporation.

Area VI Agency on Aging

You may notice that the number of congregate meals is *decreasing* and number of home delivered meals is *increasing* in our area. As we all can attest, our population continues to age and those that are on the high end of the aging process and attend senior centers are getting more frail. At the same time, the “younger old” are not going to senior centers for their meals. Thus the decline in congregate meals served. Senior Centers are going to have to change or they may disappear before the Baby Boomers are able to take advantage of them.

On a lighter note, there have been great successes this year in the Grandparents Raising Grandchildren support Group.

- Their numbers are increasing,
- They have formed an Advisory Council,
- They have received a grant from the Brookdale Foundation, one of 14 in the nation,

- They have received an Anheuser Busch Grant,
- They are working with a statewide group, and
- They got legislation passed during the 2004 session.

It has been a very good year for Grandparents Raising Grandchildren in Idaho.

The Area VI Agency, as part of the Idaho Association of Area Agencies on Aging, received a VISTA to begin forming a Volunteer Ombudsman Group in our area. Helen Stanton has joined us and is busily working the media, speaking in any meeting that will allow and fundraising. She will have a cadre of volunteers to help Marie Peterson (ombudsman) investigate and follow-up on reports in the long term care facilities in eastern Idaho.



Governor of Idaho, Dirk Kempthorne, signing the defacto custodian bill.



Highlights of 2003

- 79,163 Congregate meals (**3,122 less than in 2002**)
- 75,586 Home Delivered meals (**4,258 more than in 2002**)
- 446 clients served by Case Management with 1,496 units of service provided
- 479 Adult Protection reports with 3,096 units of service provided
- 4,270 Information and Assistance calls

Mutual Self Help Housing

Mutual Self Help Housing is a Rural Development home ownership program. E.I.S.S.A. was the first self-help grantee in Idaho and to date has completed the largest number of homes.

Self-Help homes are designed to be affordable. Participants have no down payment and mortgage payments are tied to income. Monthly mortgage payments will range from \$350 to \$550. Many times mortgage payments are less than the rent families were paying before homeownership. Homes are constructed in groups, every homeowner in the group works to complete all the homes.

Participants provide 65% of the labor necessary to construct their homes; this helps to keep costs down. A homeowner will have approximately a \$70,000 mortgage for a home that appraises between \$94,000 and \$97,000.

All homes are three or four bedrooms, have two baths and a double car garage.

Since construction began with the first group in 1998, E.I.S.S.A.'s Mutual Self-Help Housing Program has completed seven-six homes. Homes have been constructed in Rigby, Rexburg, Sugar City, Shelley and Roberts. The seventy-six families include a total of 173 children that are now in a home of their own.

An additional thirty-two homes will be built in the next two years. Construction is under way on 10 homes in Bonneville County and six homes will soon be underway in Teton City. Location for sixteen homes the following year is scheduled to be in Bonneville County.



Community Services

In 2003, Eastern Idaho Special Services Agency received \$432,068 from the Community Services Block Grant. It generated an additional \$309,352 in local in-kind contribution of labor and services.

In 2003, services were provided to 5,927 families (11,532). Of families that reported 48% (2,845) indicated they had some form of employment. 534 individuals said they were homeless. Almost 35% were two-parent families.

3,678 of the people that were asked indicated they had a high school or higher education.

May of the people we help are either children or the elderly. In 2003, 4,543 were under the age of eighteen and 3,140 were over the age of fifty-five.

The LIHEAP (Low Income Home Energy Assistance Program) provided heating assistance to 4,045 households during the 2002-03 season. This generated \$ _____ of funding to local utilities.

The Haven Shelter is the only family and women homeless shelter operation in the nine county service area of Eastern Idaho Special Services Agency. In 2003, the Haven was funded with the Community Services Block Grant, the Supportive Housing Grant, donations and contributions from local businesses and individuals and social services agencies. 253 families were provided with temporary and transitional housing and services.

The Homeless to Homeowners Program (H2H) had a great year in 2003. We are currently leasing 6 homes/apartments in the Idaho Falls area. Families and individuals successfully exiting the Haven program have been moved into those homes. They are continuing their progress toward the achievement of their goals with the help of the Family Development Coordinators and the H2H program.

The Nutrition Department had to move their operations in 2003. To allow for additional staff requirements at the Main office, Ray and his volunteers moved the entire nutrition program to 590 w. 19th St. Even with this massive move, in 2003, the Nutrition Dept. provided

The Salmon (Lemhi/Custer counties) office continues to be a great asset to the Salmon/Challis communities. In 2003, the staff at the Salmon office provided emergency services, energy assistance, nutrition services, counseling through Family Development, Case Management, Adult Protection, and Head Start to the families and individuals of the Lemhi and Custer county area.

Housing & Property Management



On October 7, 2003 the final closing to complete Eastern Idaho Special Services Agency's purchase of Camas Street Apartments took place. The purchase of Camas Street brought the number of properties owned and managed by E.I.S.S.A. to eight; with a total of 312 units of housing.

Camas Street Apartments is a 64 unit Rural Development family property located in Blackfoot, Idaho. The property is scheduled for substantial rehab to begin in spring 2004. We will be changing the appearance of the property and adding 4 handicap accessible units.

E.I.S.S.A. Housing Division owns and manages three properties in Idaho Falls, two (Riverside with 42 units and Teton View with 36 units) are senior housing and the other; Aspen Park Apartments, is a 72 unit family property.

Twin Pines manor is a 56 unit family property located in Rexburg. South Fremont Housing is a 14 unit senior property located in St. Anthony.

Two of the properties are in Arco, Idaho; Lost River Senior Housing Phases I and II, with a total of 28 units.

A very important part of the housing management department is the housing maintenance. With only six employees, the maintenance department is responsible for all properties. This includes requests from residents for repairs and redoing units after someone moves out. The distances that must be traveled to reach the properties in St. Anthony, Arco and Blackfoot add to the challenge of keeping the properties, including grounds, in good repair at all times. The maintenance people must be willing to respond on weekends, holidays and during the night to emergency requests for maintenance. The Housing Maintenance Department is also responsible for maintaining the main E.I.S.S.A. office.

The other side of the Housing Management Department is on-site management and compliance. We have 4 managers who work on site and two compliance clerks who work in the main office. Managers are responsible to maintain good tenant/management relations and to ensure that properties are managed in an appropriate manner. Compliance clerks are responsible for meeting all guidelines established by the regulatory agencies. All Housing staff have to work together every day to keep the division working effectively.

Head Start

This report is divided into the five program outcomes that were developed by a joint planning committee made up of members of the E.I.S.S.A. Board of Directors, Policy Council and staff.

1. *E.I.S.S.A. Head Start is recognized as full interactive community partner in child and family services in our ten county area.*

- We have participated in the nationally sponsored Week of the Young Child, with open houses, Chamber of Commerce activities, and art shows at local libraries.
- Our staff is very involved in community organizations including: Help, Inc., First Books, Region VII Interagency Coordinating Council, United Way, Foster Grandparents, etc. New community partnerships are continuing to be established.

2. *E.I.S.S.A. Head Start meets local community and cultural needs.*

- We followed parental wishes and are using two different program models depending on what parents wanted. There are five classes using a three-day-a-week model and eight classes using a four-day-a-week model.
- We have been able to hire an increased number of Spanish-speaking staff, who better meet the needs of our Spanish speaking families.
- Our class rooms are reflective of the local community and the cultures represented in the classroom.

3. *E.I.S.S.A. Head Start is a quality program which employs qualified staff with appropriate training opportunities to ensure quality services are provided to children and families.*

- "All Staff Trainings" occur quarterly and cluster trainings for staff of like positions or specific centers have occurred regularly.

- All Staff are qualified for their positions.
- In the past, year 17 of the 18 Assistant Teachers or Family Educators have participated in college credit classes to help them meet the requirements to be a teacher. One staff member has received a TEACH scholarship to assist her in her education and 13 staff have received financial assistance to help them meet their educational goals.

4. *E.I.S.S.A. Head Start has the technology needed to fully develop children, families and staff.*

- Technology classes have begun to assist staff in understanding technology better.
- Inventory and a purchasing plan have been developed for all Head Start computers. Child appropriate computers and software are available in all centers and they get an average of 1/5 hours of use per day.

5. *E.I.S.S.A. Head Start is fully integrated as a program under the umbrella of E.I.S.S.A.*

- Central Office staff has transitioned to the E.I.S.S.A. building.
- Head Start participates in E.I.S.S.A. 101 training, E.I.S.S.A. All Staff Meetings, E.I.S.S.A. employee activities, and management meetings.
- We utilize the Human Resource Director's regular professional development activities for the staff.

E.I.S.S.A. Head Start is a nurturing and supportive environment for children and families.



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.*