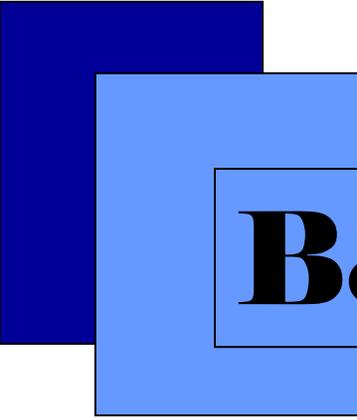


Eastern Idaho Special Services Agency, Inc.

E.I.S.S.A.



**2004
Annual Report**



Board of Directors

Eastern Idaho Special Services Agency Board of Directors 2004

Class "A" – Public Officials

Bart Davis
Lee Staker
Reed Sommer
Shawn Larsen
Chandra Evans

Legislative Representative
Bonneville County Commissioner
Madison County Commissioner
Mayor, City of Rexburg
City of Idaho Falls

Class "B" – Participant Representatives

Michael Hinman
Hugo Arias
Debbie Horton
Ministry
Penny Pinson
Stephanie Dillon

Idaho Legal Aid
Hola, Inc. Translations
Regional Council of Christian
District VII Health
E.I.S.S.A. Head Start

Class "C" – Community Organizations

Oval Caskey
Doug Flint
Lewis Blurton
Robert Pearson
Seeley Magnani

American Legion – Mackay
Zions Bank – Idaho Falls
Falls Southern Baptist Church
Rotary Club of Idaho Falls
Catholic Charities of Idaho

Officers for 2004

President	Chandra Evans
Vice-President	Debbie Horton
Secretary	Lewis Blurton
Treasurer	Hugo Arias
Assistant Secretary	Lois Perry
Assistant Treasurer	Jay Doman

A long time friend

An unforgettable smile, a twinkle in his eye, and now.....we say goodbye.

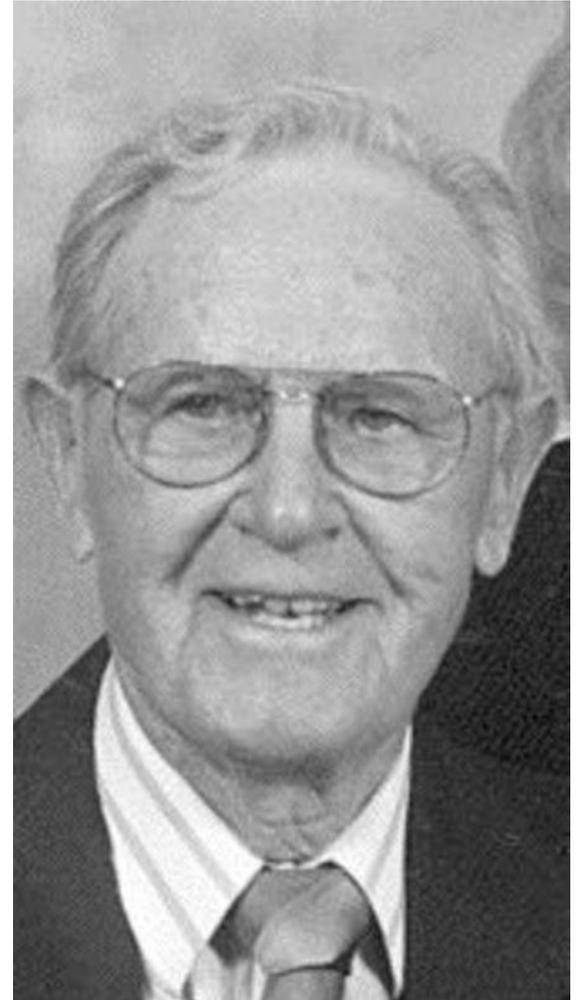
Longtime Board Member, Oval Caskey, passed away on March 22, 2005. To say that Oval will be missed is an understatement. He unselfishly served 25 years on E.I.S.S.A.'s Board of Directors. If we were to check "roll call" for that period of time, 1980-2005, Oval's name would appear on nearly every roll. His commitment and dedication to E.I.S.S.A. was proven in many different ways. So strongly did he believe in what we do he was always searching for others to share in our effort. The members Oval recruited played a significant role in the expansion of E.I.S.S.A.'s services over the past several years.

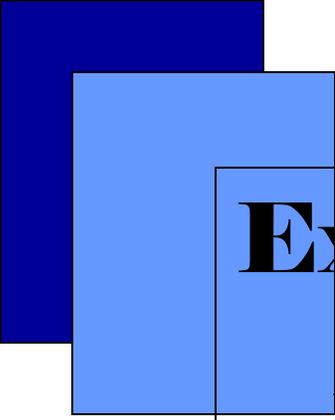
He served as Chairman of the Board for five years, 1982-1986. Most recently Oval served on the Personnel and Planning Committees where he was always an advocate for the employees of the agency. He always took a few minutes to visit with employees, dropping by their office, sitting in the staff lounge, and always with a positive, sincere comment, "You are doing a good job, this is a fine organization, we do a lot of good things."

Oval was a consistent reminder that a person can have influence on an organization with quiet, but positive leadership. E.I.S.S.A. has grown considerably over the 25 years that Oval was on the Board of Directors. We do not need to be reminded that Oval was very proud to serve on the Board, and contributed to the successes of our agency.

Hopefully, Oval knew in his heart, how much he was appreciated. A common occurrence at the end of the Board meetings, the person chairing the meeting would turn to Oval and ask, "Oval, do you have a story?" And you know, Oval always had a story.

Thank you Oval, you will be missed!
Oval L. Caskey 1911- 2005
E.I.S.S.A. Board Member 1980 – 2005





Executive Director Letter

As usual, 2004 was a very busy year for Eastern Idaho Special Services Agency. We continued to provide services throughout our ten county service area and we explored new opportunities to expand those programs that we operate.

The largest project we took on in 2004 was the rehabilitation of Camas Street Apartments in Blackfoot. E.I.S.S.A. became involved in Camas Street in 2001 when we became the management agent for the property and began the process of purchasing the complex. In 2004, the transfer of ownership became final and we received a \$1,000,000 loan from Rural Development to give the project a complete facelift. The rehabilitation work began late in 2004 and will be finished by the end of the summer in 2005.

Mutual Self-Help Housing continued to provide eligible families with homeownership opportunities through "sweat-equity". In 2004, we completed 12 homes in Shelley and 8 in Roberts. We started ten homes in Ucon and six in Teton City. As of the end of the year 2004, we had helped 76 families become homeowners.

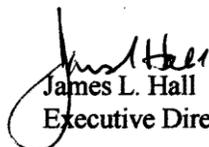
It was also an interesting year for the Head Start program. In preparation for an upcoming federal review, the program began an extensive review of the processes and procedures we use to implement the federal Head Start Performance Standards. We also received word that we had been given expansion funds to increase the number of children we could serve in our Rexburg Center starting in the fall of 2005. That expansion will require a new Head Start Center to be built and work was started in 2004 on that process.

These are just three examples of the successes of our programs. In each of the other program divisions there were also many examples of the difference we make in people's lives. From the Area VI Agency on Aging to the Weatherization Division, E.I.S.S.A. staff work each day to make life better for the people of Eastern Idaho.

In addition to the staff, this agency depends on the countless volunteers who provide support to our programs and I would like to take this opportunity to thank them. From sorting food during the Boy Scout and Postal Workers Food Drives to assembling the newsletters for RSVP to reading to children in the Head Start classrooms, this agency depends on people from the community to give of their time to help us accomplish our mission. And we thank them for their time, their energy and their concern.

A very important group of volunteers is the Board of Directors of Eastern Idaho Special Services Agency. These fifteen people not only give of their time, but they accept legal and financial responsibility for the organization. Without the Board of Directors, there would be no Eastern Idaho Special services Agency.

As we look back on 2004 we see it was a good year for the agency. And as we look forward to 2005, we anticipate another good year, one filled with challenges and opportunities.



James L. Hall
Executive Director

Weatherization

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, Bonneville Power Administration, Utah Power and Light, Idaho Power, 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 a high energy burden.

♦ *For every \$1 dollar invested in the program \$1.39 is created in energy related benefits.*

The weatherization program was created by the Department of Energy in 1976 to assist low-income families who lacked resources to invest in energy efficiency. The weatherization assistance program is operated in all 50 states and the District of Columbia. The funds provided by congress are used to improve the energy efficiency of low-income dwellings using the most advanced technologies and testing protocols available in the housing industry. The energy conservation resulting from the weatherization program helps our country reduce its dependency on foreign oil and decrease the cost of energy for families in need while improving the health and safety of their homes.

♦ *Weatherization reduces the average annual energy cost by \$218 dollars per household*

Weatherization saves an average of 30.8% in gas space heating. This comprises a total fuel consumption reduction of 21.9%. Reducing energy demand decreases the environmental impacts of energy production. Weatherization mitigates approximately .23 metric tons of carbon per year in a home heated primarily with natural gas. This translates into nearly one metric ton (.85) of carbon dioxide emissions avoided. For homes heated by electricity, the savings are even higher: weatherization reduces .475 metric tons of carbon annually. Weatherization also reduces emissions of methane and nitrous oxide.

♦ *The measures that we install also reduce the national energy demand by the equivalent of 18 million barrels of oil per year.*

E.I.S.S.A.'s Weatherization creates 52 direct jobs and 23 indirect jobs for every \$1 million invested.

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 or replace the furnace.

♦ *196 homes were weatherized in 2004 at an average cost of \$2,918*
♦ *602 individuals resided in those homes*
♦ *290 were children*
♦ *111 were disabled*
♦ *56 were adults 60+*
♦ *\$499,053 was spent on the 196 homes completed*
♦ *Of the \$499,053 utility companies contributed \$195,439 and landlords invested \$3,737 in their rental units*

Mutual Self-Help Housing

Within a few months, Bryan Cabrera will finally have his own bedroom. All his life, the 18-year-old has been crammed into apartments, sharing a room with his brother. Now he's moving into a house with his mother and brother. His mother, who raised him by herself, didn't qualify for no-money-down loans or earn enough working in manufacturing for a \$10,000 down payment and closing costs. But now, because of Eastern Idaho Special Services Agency's Mutual Self-Help Housing program, Cabrera and his family are getting a house anyway.

They're making the down payment with "sweat equity" by building a lot of their house. When they're done, their mortgage payment will probably be about the same as their rent.

"When I say I'm going home, I can really say I'm going to my own home," Cabrera said.

The housing program, started in 1998, has helped 86 families build houses in and around Rigby, Rexburg, Roberts, Sugar City, Ucon and Teton City. The program will expand to Blackfoot in the next few months.

Mutual Self-Help Housing is open to poor people who pass certain credit requirements. Eastern Idaho Special Services Agency is constantly taking applicants but needs more people to fill all the homes it wants to build in Blackfoot. People are approved on a first-come, first-serve basis.

MSSH a home ownership program financed by USDA Rural Development has completed a total of 86 homes since construction began with the first group in 1998. Six additional homes located in Teton City will be complete soon. With the completion of the Teton City homes 92 families with a total of 231 children (at time of move-in) are now in a safe secure home of their own.



Participants don't have to know anything about building, and they don't have to pay for the materials to build houses immediately – that cost is factored into their mortgage payment. Participants attend weekend classes and get help from a construction supervisor on hammering, sawing, painting, roofing and whatever else is needed to build a house. Plumbing, electrical work and other more difficult jobs are contracted out, and the supervisor helps people get building materials. Every family has to spend about 30 hours a week building, and it typically takes about a year for them to finish. Participants provide 65 percent of the labor to build the house, and inspectors make sure the families are doing the job

right. "A homeowner will have approximately a \$70,000 mortgage for a home that appraises between \$94,000 and \$104,000," according to the literature on the project. All the homes have three or four bedrooms, two bathrooms and a two-car garage. Monthly mortgage payments on the houses typically cost \$350 to \$550, and they're based on the participants' incomes. "We're able to help someone with a dream they didn't think was possible," said Tammy Golder, who helps run the program.

Housing & Property Mgmt

The year 2004 is the 29th year that the EISSA Housing Department has been providing safe and affordable housing for the residents in our housing communities.

Over the years many changes have occurred in the communities where EISSA Housing properties are located. It has been, and will continue to be, our challenge to keep up with those changes and continue offering attractive, affordable and suitable housing in an ever changing environment.

Lost River Senior Housing Phases I and II are Rural Development subsidized properties, located in Arco. Some vacancy problems have been experienced during 2004. The Arco population has decreased and with the lack of convenient medical care the location is not as desirable to seniors as it was during the 1970's at time of construction. An option is being explored to change the designation of Lost River II from Senior Housing to Family Housing. The change would increase the number of possible residents in the area.



Camas Street Apartments purchased by Eastern Idaho Special Services Agency in October 2003 is a 64-unit Rural Development family property located in Blackfoot. A major rehabilitation of the building exteriors was started October 2nd, 2003 with completion scheduled for sometime in June 2005. A large part of the rehab is the addition of four accessible units. The re-habilitation will ensure that the property remains an asset to the City of Blackfoot.

Riverside Senior Housing (42 units) and Teton View Senior Housing (36) units have experienced uneventful years. Both are HUD subsidized and the demand for units at both locations stays strong.



With the changes at BYU Idaho, Twin Pines Manor, a 56 unit family property located in Rexburg, has transitioned to married student housing. This change has created a much more mobile resident base and more unit turns than in the past.

The demand for units at South Fremont Housing, the 14 unit senior property located in St. Anthony, remains strong and many of the residents have been there for several years.

Aspen Park Apartments, located in Idaho Falls, is a 72-unit tax credit property. It is a very attractive family property with large three-bedroom units.



Head Start

Mick is a child who was enrolled in an EISSA Head Start Center. When his grandma filled out the application she noted that his speech was “late to develop” and “difficult to understand. Mick’s teachers had a difficult time understanding him in the class as well. He was screened in his Head Start classroom and it was determined that he needed further assessment from our community partners at the School District. The Child Study team determined that he needed speech therapy. Mick gets speech therapy at his Head Start Center. He is ready for school.

Gabriella is a little girl whose parents are from Mexico. That is where she was born as well. She is not eligible for the state CHIP (Children’s Health Insurance Program). Her dad works in the potatoes and her mom works in the local motel as a housekeeper. When Gabi had her dental examination it was discovered she had nursing bottle mouth. This is a condition that is the result of children being put to bed with a bottle of milk or juice. It causes cavities in the tooth buds and when the teeth erupt they are decayed. She needed over \$1000.00 of dental work which included hospitalization to cap her teeth. Head Start was able to find this need, help Gabriella out of pain and give her a big shinny smile. She is ready for school.

On the initial home visit Carrie indicated she wanted to go back to school to get an accounting degree. She and her family advocate worked to set a goal. She examined all of her options, figured the cost of child care, had a place to study and received a grant. She was excited about showing her children that everybody needs to learn. Her family advocate supported her and provided resources as needed. She is ready for school.

It just looks like play time when Jimmy’s dad comes to pick him up at school.



The kids are playing with blocks, coloring helter-skelter in the art area, and painting on easels, and dressing up like they are going grocery shopping. It is difficult to figure out what they are learning. At the parent teacher conference Jimmy’s dad asks his teacher when they actually teach the children. The teacher takes out Jimmy’s portfolio, his file with individualized observations, and the classroom outcomes profile and shows the growth that Jimmy has had over the past year. The teacher explains that when children are building with blocks, for instance, they are learning how things fit together, measuring

and other math skills. They are learning how to cooperate and how to help their friends. Jimmy’s dad is convinced that Jimmy is ready for school.

- ♦ 42 of the children enrolled spoke Spanish as their primary language
- ♦ 1 child spoke a South Asian language as their primary language
- ♦ 101 of our children needed child care
- ♦ 24 of our staff are former or current Head Start parents
- ♦ 519 different people provided volunteer services to the program
- ♦ 213 of these people were parents
- ♦ 201 of our children were enrolled in Medicaid/EPSDT
- ♦ 32 children had no health insurance
- ♦ 219 children had a medical home
- ♦ 209 children were up-to-date on their primary health care
- ♦ 19 children were diagnosed with health concerns and all of them received follow-up care (asthma, hearing problems, overweight)
- ♦ 227 children were up-to-date on their immunizations
- ♦ 176 children had a dental home

Community Services

The Community Services Division did another great job in 2004. As you can see by the numbers – they were very busy. The transitional housing program (H2H) is going very well. We had 5 families successfully move from the Haven Shelter into one of our scattered site homes during 2004. They have all been successful, in varying degrees.

The Salmon office continues to prosper. With the Lemhi and Custer counties Emergency Food and Shelter Program (EFSP), we were able to provide 31 households with either rental or utility assistance. The coordination between the Community Services Division, The Aging Division and the Head Start Division is a great example of what we hope to do in other communities in the near future.

Moving the Nutrition Program to 590 W. 19th has worked out fairly well, other than we all miss Ray Barnes here at the main office. But Ray has continued to do a great job receiving, sorting, storing and delivering all the food he gets from food drive donations and the commodity program. In 2004, Ray and his volunteers managed more than 194,500 pounds of food.

- ♦ 12,056 individuals were assisted with programs provided by the Community Services Division in 2004
- ♦ 3,525 were children under 11 years of age
- ♦ 1,708 were older than 55
- ♦ 3,193 individuals had no form of health insurance
- ♦ 3,193 had no health insurance
- ♦ only 1,113 had insurance through their employer
- ♦ 57% did not have food stamps (even though they qualified)

In 2004, 265 individuals found a warm, safe home at the Haven Shelter. Of that total number, 174 (65%) were children. But the Haven is not just a warm, safe place to spend the night. The staff at the haven provides case management services, educational opportunities (we partner with Eastern Idaho Technical College to offer a GED program), counseling and various other supportive services. Joanne Bates arrives every afternoon for the Family Literacy Program. She can be found reading to 3 or 4 children, helping one of them on a computer or assisting them with their homework. The Family Literacy Program has been a great addition to the Haven Shelter. Joanne also helps adults test for the GED program. Thanks to Joanne for her dedication to the families and children staying at the Haven.



The Emergency Services Program continues to help households with a variety of assistance. The LIHEAP program was very successful again last year. In 2004, 4,046 households were provided with a payment to their heat source at an average of \$268 per household. The Lend-a-Hand program assisted 27 households with Utah Power bills. In those 27 households, there were 39 children under five years of age; and 15 individuals that were disabled.

Thanks to all the Community Services Division for all of their dedication and hard work they provide to the program participants we serve.

Area VI Agency on Aging

In the twenty thousand square miles covered by EISSA and the Area VI Agency on Aging, there are eight skilled nursing facilities, 28 Assisted Living Facilities with new Assisted Living Centers popping up, what seems like, daily. The long term care facilities serve over 1,321 elderly and disabled persons with an average age of 75. Nearly 50% of those residents do not receive visitors from outside the facility.

Marie Peterson, the Area VI Ombudsman for the Elderly, with the help of Helen Stanton, a VISTA Volunteer, have established a Volunteer Ombudsman program in Area VI that is a model for Idaho. In April, Marie and Helen and several of the trained volunteers made a presentation



Back row-Marie Peterson, Cathy Hart-State Ombudsman, Mayor Linda Milam, Helen Stanton, Ralph Shank, W. Gary Goodson. Front row-Caroline Shull, Beth Howell

to the Idaho Commission on Aging, the State Ombudsman and Ombudsman from the other five Area Agencies in Idaho about the Area VI program, in hopes that other areas will begin to use this successful approach. Area VI now has 5 trained volunteers who are each assigned a long term care facility to visit on a weekly basis. In the last quarter of 2004, when there were only three trained

volunteers, they spent a total of 71 hours in facilities, 45 hours in training and 14 hours in research or clerical work. All of this gives our Ombudsman, Marie Peterson more time to visit and investigate reports than has not been possible in the past and also provides visitation to very lonely residents of facilities.

Area VI is proud of the innovation and initiative of Marie and Helen for developing the training materials, conducting the training, recruiting volunteers and making this model program a reality in eastern Idaho and soon to be spread throughout the rest of Idaho.

- ♦ 1,587 individuals enjoyed congregate meals with their friend and neighbors at 16 different Senior Citizens Centers at least once a week.
- ♦ 806 homebound individuals were delivered meals at least once a week.
- ♦ 253 elderly individuals were able to stay in their home because of homemaker services.
- ♦ 2,369 units of service were provided to vulnerable adults by the Adult Protection Program
- ♦ 520 elderly individuals were connected with vital services allowing them to stay in their homes with Case management



Back row-Cathy Hart, Helen Stanton, Beth Howell, Penny Tibbitts, Annette Lee. Front row-Marie Peterson, Gary Goodson

A Very Special Lady

The Haven was able to celebrate a great success in one of their past clients. Each year the Community Action Partnership Association of Idaho looks for success stories about our participants throughout the state. Following is an excerpt from the story we submitted. Betsy won the State award and we plan on nominating her for the National award.

You weren't arrested, you were rescued!

That's what Betsy read, sitting in jail. She was looking at 5 months. Her girls, ages 11 and 12 were in state custody. Her ex-brother-in-law had applied for the foster program and both girls were placed with him while she was in jail. It was a drug related charge – actually, a minor incident compared to others that could have landed her in jail over the years. Betsy had been using drugs for 20 years; the last 8 of which had been methamphetamines. Two weeks before she was arrested, she started shooting up instead of snorting or ingesting the drug. She had a lot of near misses with law enforcement, only spending a weekend here and there in jail during her years of drug use. As she was reading, she thought, oh, really? How do you figure I was rescued?



You weren't arrested, you were rescued!! There it was again, in another "self-help" book. Betsy was still in jail, but now her 15 year old son had committed suicide. Now she's scared – of herself. Law enforcement let her out on furlong to attend her son's funeral and they told her later, they really didn't think she'd come back. They were sure she'd run. She didn't dare run – she was afraid of what she'd do – and she had to get it together for her remaining children.

Betsy got pregnant when she was 17, dropped out of high school and got married. Her life for the next 15 years consisted of 5 marriages, two more children and a lot abuse and drugs. She established a long term pattern where people involved were sure she would never overcome. She was in trouble and she was never getting out. The only solution was to keep the girls away from her and hopefully they would have a

chance (that's what case workers and family members were thinking).

Betsy had other ideas. Betsy has always been a fighter. Anne Johnson, the Haven Shelter Manager, commented that Betsy is very stubborn and has a very strong character. When she sets her mind, she will find a way.

She was released from jail, not to Blackfoot where she had been raised and spent the first part of her life; but to Idaho Falls and the Haven Shelter. She and the people involved with her case knew that she needed a complete change to have any chance at all.

Betsy moved out of the Haven with full custody of her girls to our Aspen Park apartments. She kept working, establishing her relationship with her daughters, and paying her bills. She continued to work with Anne and Linda, the Family Development Coordinator, her parole officer and the counselors at Meyers. She has since moved to a house – building on what she wants for her family's future.

Betsy has been clean for 2 years and 9 months as of the end of December 2004. She is helping her daughters work through their issues of being teenagers – one step at a time.

Betsy might not have been able to get where she is today by herself; but if she hadn't decided to make the change and stick to all the hard decisions facing her – there is no amount of counseling, case management or jail time that could have done any more. She should be very proud of herself.



Betsy was released from probation on January 29th, 2005. She had done so well her probation officer asked the judge to expunge her record; the judge agreed. Betsy Lewis is no longer a felon and is looking forward to a productive and happy live. Congratulations, Betsy.

The Road to D.C.

E.I.S.S.A. was well represented at the 40th Anniversary celebration for community Action Partnership and the “No Room for Poverty National Rally” held in Washington, D.C., in August 2004.

We knew at the beginning of the year that sending program participants and staff to Washington, D.C. would be challenging. It would take dedication, hard work and outstanding fundraisers to make the dream a reality.

Early on, it was decided that if you wanted to attend the Annual Conference, you would be expected to participate in the fund raising activities.



The program participants that dedicated their time and hard work to the fundraising efforts and went with us to D.C. were: Ariel Jackson, Betty McGowin, Laci Olsen (Head Start parents and Policy Council members) and Angel Lopez (former Haven resident). The staff and board member that worked with them were: Debbie Horton, Belinda Jones, Kate Howard, Sheryl Bailey, Lois Perry, Russ Spain and Jim Hall.

We were lucky to obtain sizeable donations from Partners for Prosperity and Bank of Idaho and we really appreciated their generosity. The balance of the \$12,000 was raised through luncheons, garage/tie sales, a car wash at Walmart, a poker run in Blackfoot, a golf tournament in Rexburg, various 50/50 raffles and who can forget the E.I.S.S.A. Meltdown (we’re all still trying).

THANKS to all the E.I.S.S.A. employees who helped by donating time, energy and money to make the Road to D.C. a reality. We couldn’t have done it without you!

We were proud to represent E.I.S.S.A., Idaho and the Community Action network. And we had a BLAST!

Did You Know??

In 2004, Eastern Idaho Special Services Agency was funded with approximately

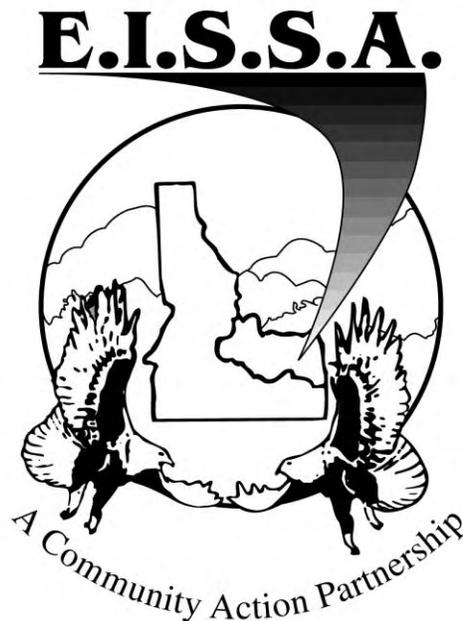
- \$331,112 from foundations, corporations, United Ways other non-profits and cash donations from individual community members.
- We received an estimated \$92,370 in donated goods and services
- Volunteers donated the cash equivalent of more that \$431,300 in their valuable time.
- ***All totaled, E.I.S.S.A. receives annually approximately \$914,593 in private and local resources***



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

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

Our organization is one that has an active and participating
Board of Directors and staff that is engaged in our mission and anxious to work
toward organizational goals.
E.I.S.S.A. actively seeks opportunities to develop new programs and has a sound and
diverse financial structure.



MISSION STATEMENT

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

*-as approved by E.I.S.S.A.'s board of Directors
December 2002*



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.*