

West Central Community Action



Our Mission

West Central Community Action's mission is to assist families and individuals in reaching their highest potential.

West Central Community Action is an equal opportunity provider and employer.

West Central Community Action

2009 Annual Report

**This report covers fiscal year 2009
October 1, 2008 - September 30, 2009**



Distributed by

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Our Vision For Tomorrow

Our Mission

West Central Community Action's mission is to assist families and individuals in reaching their highest potential.

West Central Community Action's vision is to make a positive impact on citizens of the 10 counties we serve. It is our objective to provide opportunities for people to become responsible, independent, self-reliant members of society. We will be recognized by our clients and partners as an organization that cares about all those that it serves as well as those it employs. We will promote an environment that nurtures and encourages innovation and creativity. We will take a leadership role in creating a more unified system to serve the best interests of the low-resource client.



Judy Hintz receiving the door prize from Darlene Baer (WIC Clerk) and Connie McGee (Crawford County Outreach Worker) at the Crawford County Health Fair.

Our Beliefs and Values

- **Dignity.** We treat everyone with dignity and respect.
- **Self-Sufficiency.** We foster the highest degree of involvement and self-sufficiency for the board, staff, and those we serve.
- **Excellence Through Continual Improvement.** We give our best effort in all that we do as we strive for excellence.
- **Service.** Our chief function at all times is to serve the best interests of individuals and families, thereby serving the best interests of the whole community.
- **Leadership.** We conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- **Employee Involvement.** Our decision-making is open, inclusive, and information supported. We are all afforded the opportunity to contribute in areas of our expertise.
- **Teamwork.** We use teamwork to develop and foster common objectives throughout our organization. We believe cooperative relationships, both internally and externally, are essential to our success.
- **Quality Emphasis.** We focus on problem prevention and quality improvement in our jobs.
- **Community Participation.** We will achieve greater participation in the affairs of the community and make more effective use of other programs. We will be recognized as active solid citizens and good neighbors.
- **Superior Service.** We are committed to superior service, 100% accuracy of information pertaining to each service and 100% accountability for funds entrusted to us. Superior service is the only way we can ensure our continued existence and future opportunities.



Wilbur F. Peters Award

West Central Community Action's most prestigious award is the Wilbur Peters Award. It is awarded to recognize someone that has contributed significantly to the mission of WCCA and to someone who believes, as Mr. Peters did, that WCCA can affect positive change to families and individuals.

Wilbur F. Peters was the first Executive Director of West Central Community Action and served until his retirement in 1972. Mr. Peters was extremely dedicated to the Agency's mission.

Mr. Peters was truly a community action person. He spent tireless hours working on community projects and promoting West Central Community Action. He established strong working relationships

and ties with other community organizations that exist today.

The organization that Wilbur F. Peters was instrumental in starting in 1965 has stood the test of time. He would be very proud to see West Central continue to grow and carry out his dream "to provide opportunity to all individuals and families in order to ensure their continued growth and prosperity".

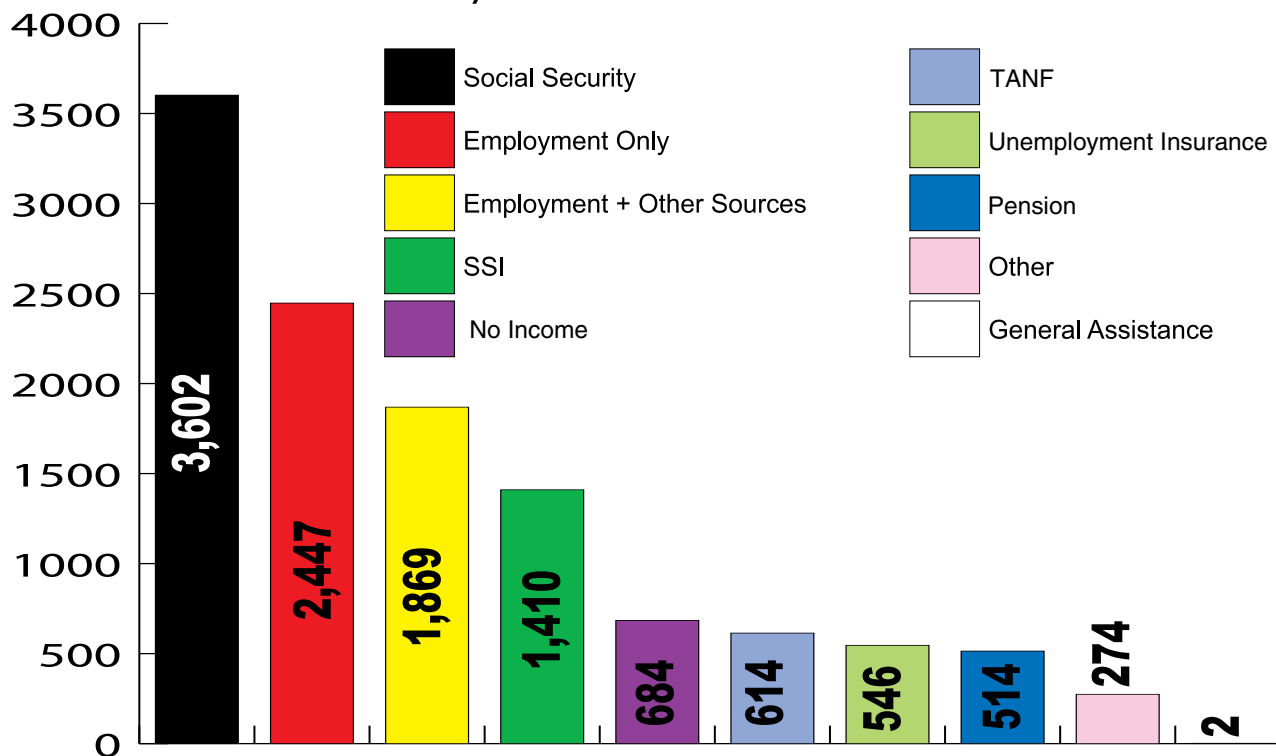
West Central Community Action will present this award annually to a deserving recipient.

This year's award is presented to Robert W. Wentworth.

HOUSEHOLD INCOME SOURCE

9,455 Households served FY 2009

Households may have more than one source of income



A Message from the Executive Director



Fiscal Year 2009 was financially successful for the Agency with total grant revenues exceeding \$16,000,000. We provided program services that directly impacted 9,455 families representing 23,738 individuals. In relation to last year we assisted 983 additional families and 4,809 individuals.

During this past year the Agency received additional funding through the American Recovery and Reinvestment Act of 2009 to assist our fellow lowans during these tough economic times. Through these funds we have been able to create new jobs within the Agency, hire new contractors for the weatherization program and form new partnerships with school districts and other human service organizations to provide and expand pre-school opportunities and additional direct assistance or services to our clients.

As we look forward and recognize the many challenges that the families and individuals we serve face in their day to day lives, I cannot say enough about the commitment, dedication and oversight provided by our Board of Directors and the Head Start

Policy Council. I appreciate the efforts put forth by our Staff, Senior Aides and Program Volunteers. Through all of our actions, West Central Community Action continues to provide quality services and offers programs that provide opportunities for our clients to achieve self-sufficiency, live with dignity and reach their full potential. Thank you for all your efforts!

I am proud to present our annual report for 2009 and encourage you to review the information presented in this report.

Joel Dirks, Executive Director



FaDSS Specialist Sarah Nelson and Rhonda Johnson man the WCCA FaDSS table at the "Day on the Hill."

2009 Board of Directors

Representing County

Cass
Crawford
Fremont
Harrison
Mills
Monona
Montgomery
Page
Pottawattamie
Shelby

Representing Government

Dave Dunfee
John Lawler
Chuck Larson
Larry King
Ron Kohn
Charlie Brown
Steve Ratcliff
Elaine Armstrong
Lynn Grobe
Delbert Hull

Representing Private

Dr. Keith Swanson
James Miller
Rayann West
Bob Wentworth

Linda Southworth
Margaret Burns
Darlene McMartin
Katie Goshorn

Representing Low-Income

Eleanor Tietz
Dan Muhlbauer
Becky Fichter
Donald Rodasky

Richard Swain
JoAnn Thomas
Rose Maxwell

Judy Knapp

2009 Management

Joel Dirks Executive Director
Molly Cummings..... FaDSS Director
Billye Dollen Executive Secretary
Barb English Fiscal Officer
Erin Hudson Outreach Director
Denny Lawson Human Resource Director
Penny Lingle..... Head Start Director
Douglas Paine..... Senior Aide Project Director
Marilyn Rodacker Energy/Housing Director
Debra Morrison CCR&R/CACFP Director
Lynne Tremel WIC Program Director

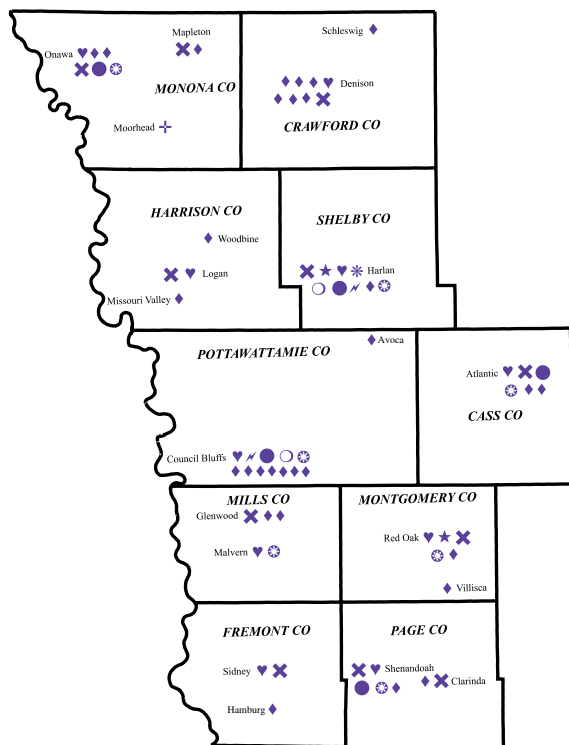


Cara Cacy (WIC) and Brenda Howland (Monona County Outreach Worker) holding her Grandchild and her Daughter-In-Law at the Breastfeeding Tea in September of 2009.



A present from the WIC Staff at a baby shower for Erin Hudson, Outreach/Planning & Development Director.

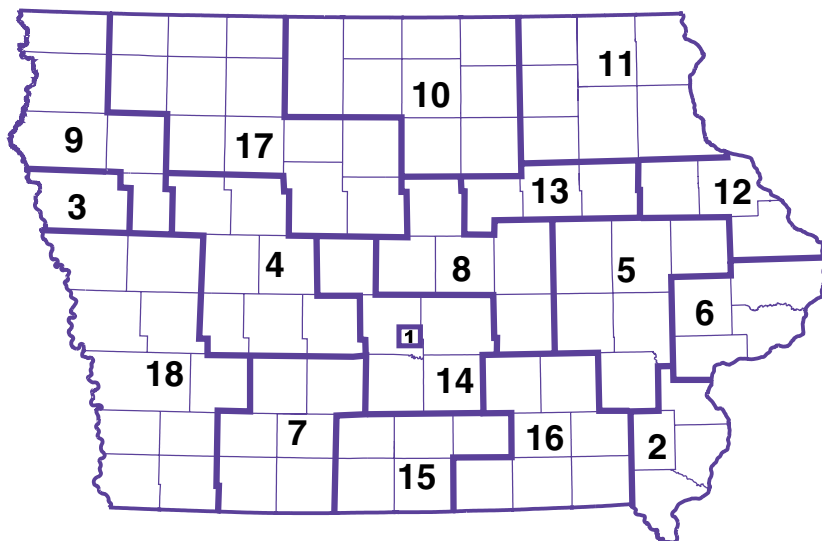
West Central Community Action



- ✱ Executive Office
- ♥ Outreach Centers
- + Head Start Admin.
- ◆ Head Start Classrooms
- ⚡ Weatherization Office
- ✕ WIC Clinics
- ★ WIC Office
- FADSS Office
- CACFP Office
- ☀ CCR&R Office

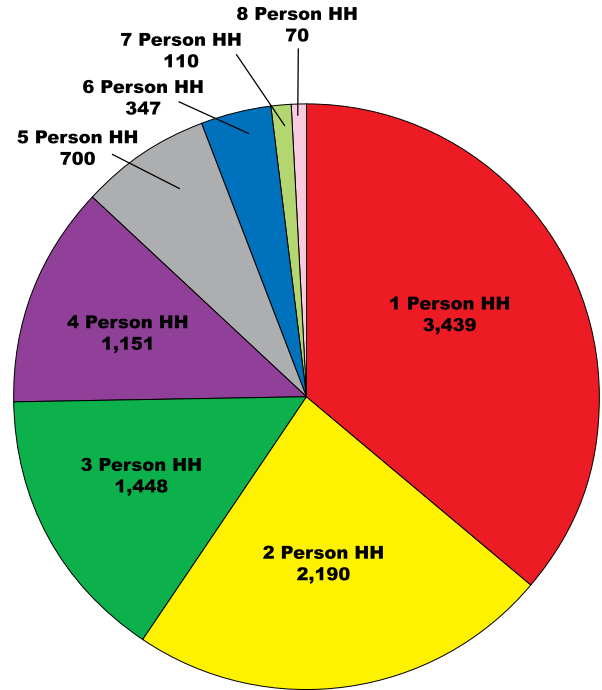
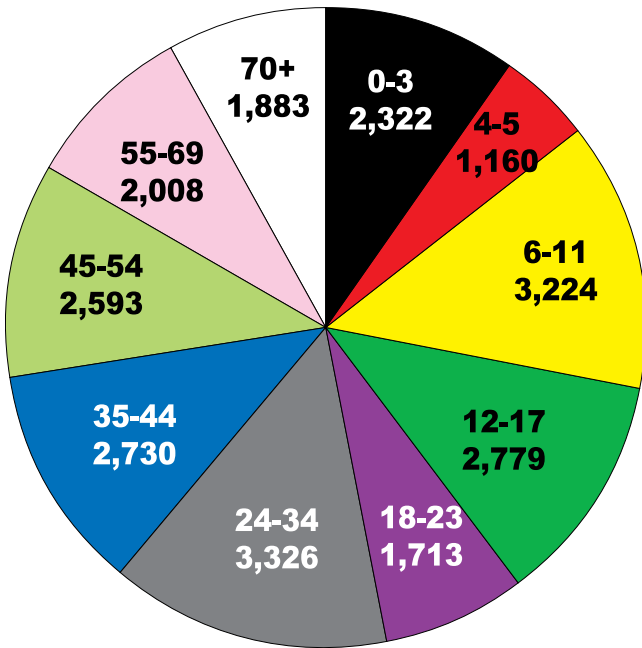
Iowa Community Action Agencies Map

1. Housing & Community Services Dept., City of Des Moines
2. Community Action of Southeast Iowa
3. Community Action Agency of Siouxland
4. NEW Opportunities, Inc.
5. Hawkeye Area Community Action Program
6. Community action of Eastern Iowa
7. MATURA Action Corporation
8. Mid-Iowa Community Action
9. Mid-Sioux Opportunity
10. North Iowa Community Action Organization
11. Northeast Iowa Community Action Corporation
12. Operation: New View Community Action Agency
13. Operation Threshold
14. Red Rock Area Community Action Program
15. South Central Community Action Program
16. Southern Iowa Economic Development Association
17. Upper Des Moines Opportunity, Inc.
18. West Central Community Action



Age of Individuals Served

WCCA Client Household



Employee Service Recognition

Regular Full-Time and Regular Part-Time as of 12/31/2009

(The break now comes on full calendar years)

35 Years

Mildred Petrzilka 39 Years Head Start
 Janet Hinkel 36 Years Head Start

30 Years

Cassandra Meyer 34 Years Head Start
 Crystal Lee 32 Years Head Start
 Elva Olson 32 Years WIC

25 Years

Char Arkfeld 29 Years ... Human Resource
 Sharon Poole 29 Years Head Start
 Connie McGee 28 Years Outreach
 Billye Dollen 27 Years Administration
 Marilyn Rodacker 27 Years Energy/Housing
 Joel Dirks 27 Years Administration
 Douglas Paine 25 Years Senior Aides
 L. Suzette Bates-Leal 25 Years Head Start
 Patricia Jensen 25 Years Head Start
 Judith Flint 25 Years Head Start

Linda Ash 25 Years Outreach
 Janet Robertson 25 Years Outreach

20 Years

Kristina Evezic 24 Years Head Start
 Carol Wright 24 Years Outreach
 Kim Palmer 22 Years Head Start
 Nancy Hinkel 22 Years Head start
 Barbara Mostenbocker 22 Years WIC
 Brenda Howland 21 Years Outreach
 Karen Schlueter 20 Years Fiscal
 Jo Dean 20 Years Head Start
 Beverly Handley 20 Years Weatherization

15 Years

LuAnn Gipple 19 Years Head Start
 Arlene Bald 19 Years Head Start
 Pamela Foote 19 Years Head Start
 Denise Howard 19 Years Head Start
 Nancy Pash 19 Years CACFP

Cynthia Humphrey.....	18 Years	Head Start
Heather Dollen.....	18 Years	Outreach
Elaine Slechta.....	18 Years	Head Start
Linda Heywood	18 Years	Head Start
Lois Hoffman.....	17 Years	Head Start
Carol Jensen	17 Years	CCR&R
Debra Spencer.....	17 Years	Head Start
Jolene McDonald.....	17 Years	Head Start
Amy Lugsch	17 Years	Outreach
Barbara English	16 Years	Fiscal
Rhonda Johnson	16 Years	FaDSS
Linda McGrew	16 Years	Head Start
Martha Lynn Petersen.....	16 Years	LIHEAP
Darlene Hess	16 Years	LIHEAP
Linda Heckman.....	16 Years	CCR&R
Chris Wessel.....	16 Years	Head Start
Mary Cummings	15 Years	FaDSS
Lois Girouex	15 Years	Head Start
Twyla Bender.....	15 Years	Head Start

10 Years

Joan Schechinger	14 Years	CCR&R
Georgene Schaben.....	14 Years	Head Start
Kelly Rauch	12 Years	Head Start
Cathy Jager	12 Years	CCR&R
Mary Wilson	12 Years	Head Start
Deena Heistand.....	12 Years	Head Start
Karen Bodwell	11 Years	Head Start
Susan Littleton	11 Years	Head Start
Lori Glissmann.....	11 Years	Head Start
Claudia Mefford.....	11 Years	Head Start
Lynn Armstrong.....	10 Years	Head Start
Paula Nagel.....	10 Years	Head Start
Robyn Carstens	10 Years	Head Start
Megan Johnston	10 Years	Head Start
JoAnn Nichols.....	10 Years	Head Start
Connie Widger	10 Years	Head Start
Sarah Nelson.....	10 Years	FaDSS

5 Years

Dennis Lawson	9 Years	Human Resource
Justine Horrocks	9 Years	Head Start
Eula Green	9 Years	CACFP
Jolene Mitchell.....	9 Years	CCR&R
Pamela Nightser	9 Years	FaDSS
Linda Graeve	9 Years	Head Start
Stacy Jepsen.....	9 Years	Head Start
Barbara Campbell.....	9 Years	Head Start
Rosalie Miller.....	8 Years	Head Start
Jean Hudson	8 Years	CCR&R

Vanessa Hagar	8 Years	Head Start
Toni Stork	8 Years	CCR&R
Michelle Leedahl.....	8 Years	Head Start
Vickie Meseck	7 Years	Head Start
Pamela Hostetter-Oldaker...	7 Years	Head Start
Jane Renz.....	7 Years	Head Start
Gina Hults.....	7 Years	Head Start
Lillian Gross.....	7 Years	Head Start
David Brame.....	7 Years	WX
Deanna Cruz.....	7 Years	Head Start
Kathleen Branscum.....	7 Years	Head Start
Debra Martens	6 Years	CCR&R
Deb Stater	6 Years	Head Start
Jeanette Linnenburger.....	6 Years	CCR&R
Myra Mullins	6 Years	Head Start
Elena Thompson	6 Years	Head Start
Cheryl Jones.....	6 Years	Head Start
Misty Jones.....	6 Years	FaDSS
Shawntel Baragar.....	6 Years	Head Start
Jennifer Goslar	6 Years	Head Start
Marcene Bishop.....	5 Years	Head Start
Ann Hinton.....	5 Years	Head Start
Brenda Rohlk.....	5 Years	Head Start



FaDSS Specialist Jolene Sonntag at the FaDSS Day on the Hill with Representative Jack Drake.

Client Characteristics

SUMMARY

- There has been very little change in the client demographic client profile.
- We continue to be of service to a large percentage of very poor clients.
- 41% of households have income less than 75% federal poverty level.
- 40% of all people served are children (17 years and younger).
- 22% of all households are headed by a single female with children.
- 36% of all households served are 1 person households.
- 46% of heads of households are employed.
- 43% of all households own, or are buying their homes.
- 50% of all households receive food assistance services.
- 27% of individuals have no health insurance.
- 17% of individuals are disabled.

Characteristics	Number FY2009	Percentage FY2009
Male.....	10,532.....	44
Female.....	13,206.....	56
Total Household Members	23,738	100

Disabled.....	4,114.....	17
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Age	Individuals	
0 to 5 Years	3,482.....	15
6 to 11 Years	3,224.....	14
12 to 17 Years.....	2,779.....	12
18 to 23 Years.....	1,713.....	7
24 to 44 Years.....	6,056.....	26
45 to 54 Years.....	2,593.....	11
55 to 69 Years.....	2,008.....	8
70 Plus Years.....	1,883.....	8

Poverty Level Guidelines	Households	
Below 75%	3,858.....	41
76% to 100%	1,756.....	19
101% to 125%.....	1,670.....	18
126% to 150%.....	1,296.....	14
Above 151%	875.....	9



This picture was taken at the 2009 Employee Day. Rebecca Darrington and Ivan Nielsen present the 1st Annual “Janice Nielsen Children First Award” to Jolene McDonald.

FY 2009 Program Profiles

Outreach Centers

Outreach Centers perform client intake, client assessment and client referral to WCCA programs and coordinate with other community resources. All WCCA counties have an Outreach Center, which may also maintain a food pantry and free clothing room. Each Outreach Center has a Certified Family Development Specialist, who is assisted by Senior Aides and community volunteers. The Family Development Specialist works closely with local organizations in order to insure non-duplication of effort and to maximize resources for resolving local poverty issues. During FY'09, 9,455 unduplicated households representing 23,738 individual family members were served.

Child and Adult Care Food Program (CACFP)

CACFP promotes good nutrition, positive eating habits, and attitudes for children in registered family and group day care homes. Home-based childcare providers receive nutritional consultation and menu reviews. WCCA provides meal cost reimbursement; CACFP Staff perform in-service training, home visits, safety/sanitation inspections, and record keeping reviews. The program is open to any registered day care home. The program is funded by the US Department of Agriculture (USDA) through the Iowa Department of Education. CACFP's FY 2009 program included over 207 childcare providers who were reimbursed for 743,230 meals and snacks to 2,116 individuals.

Child Care Resource and Referral for Southwest and South Central Iowa

Child Care Resource & Referral of Iowa, Region #3 serves 23 counties in Southwest and South Central Iowa.

Parents, childcare providers, and the community are served by this program to enhance the quality and availability of childcare. WCCA Harlan is the Regional Office; area offices are located in Council Bluffs, Malvern, Atlantic, Shenandoah, Leon, Creston, and Carroll. At the end of FY09, 808 childcare providers with a capacity of 11,653 children were on the database and being served in a variety of ways. 348 workshops sponsored/co-sponsored by Child Care Resource & Referral were held in the WCCA 10 county area; with a total of 882 workshops held in the Region #3 23 counties for FY09. Funding is provided from the Child Care Development Block Grant, Iowa Department of Human Services, local Empowerment areas, and a 25% local in-kind/contribution match.

Emergency Food & Shelter Program

The Emergency Food and Shelter Program (EFSP) was created in 1983 to supplement the work of local social service agencies, non-profit and governmental, in assisting people in need of emergency assistance. This funding is used to target special emergency needs, referring to economic not disaster-related emergencies. WCCA administered EFSP funds in the following amounts including ARRA (American Reinvestment & Recovery Act) funds:

2009 EFSP AWARDS BY COUNTY

Cass.....	\$13,514
Crawford	\$10,523
Fremont	\$3,669
Harrison.....	\$7,912
Mills.....	\$5,300
Monona	\$7,979
Montgomery	\$4,081
Page.....	\$12,405
Shelby	\$6,653

Family Development/Self-Sufficiency (FaDSS)

Family self-sufficiency is the Agency's primary mission. The FaDSS Program provides intense support to families facing multiple barriers in their efforts to find and maintain employment.

As a home visiting program, Specialists meet with the family in their own homes. Building on the family's strengths, specific plans are developed to assist the family in reaching self-sufficiency. Home visits, on-going assessment, goal-setting, support, referrals to community resources and advocacy are the core service components.

Family Development Specialists serve families in all ten counties. Each Specialist works with 17-20 families. The average time a family works with FaDSS is 9 months. During FY09, 246 families received benefits from FaDSS Services.

Holiday Projects

The Outreach/Family Development Staff coordinate a wide variety of Holiday projects. Some of the outreach offices get together food baskets for both Thanksgiving and Christmas and others focus only on Christmas. During FY'09, 848 families received food baskets, presents and other items as a result of the hard work of the community members and our outreach workers. There were 1,417 children within those families. The total value of donations was \$96,400 and over 200 individuals, churches, businesses, schools, and organizations donated to this cause.

Low-Income Home Energy Assistance Program (LIHEAP)

Families receive payment assistance for fuel bills to ensure continuation of service or to restore utility services based on household income, household size, type of fuel, type of housing, and several other

household factors. ECIP funding paid 423 households \$246,960 for furnace repair/replacement, emergency fuel deliveries, air conditioners and fans. 7,396 households received \$4,132,783 for LIHEAP assistance in FY2009.

I CARE- Black Hills Cares – Alliant Assistance

During FY09 144 households received \$19,179 I CARE Assistance, 290 households received \$55,622 Black Hills Cares (IA West) Assistance, and 14 households received \$3,157 Alliant Assistance through WCCA.

Weatherization

Homes are evaluated by West Central staff and private contractors, who are engaged to insulate attics/walls, repair or replace windows and doors, install weather stripping, and perform minor foundation renovations. Eligible households were prioritized, based on heating costs, on a county basis. 203 households received home weatherization totaling \$1,290,025 in FY 2009.

Senior Aides Employment Training

The Senior Aide Program employed 127 low-income people who are age 55 or older. In FY 2009, 93 Senior Aides worked 20 hours per week in 70 government or non-profit agencies. During FY'09, 9 enrollees acquired unsubsidized employment. Our national sponsor for this project is the Senior Service America, Inc.

Supplemental Food Program for Women, Infants & Children (WIC)

WIC provides services to low-income women, infants, and children up to age 5, with a nutritional risk. Food Instruments (Checks) listing various foods and formulas are provided to each participant monthly. The supplemental foods enhance the current nutritional purchases the family makes. WCCA, WIC Program

served 5,010 clients in FY09. Clients are seen quarterly with an average of roughly 3,000 clients per month. Visits consist of nutritional education and/or Certification (including nutritional education, assessments of dietary habits, nutritional barriers, mental and physical health issues, and monetary barriers). WCCA administers the WIC Program in nine of the ten counties served; exception Pottawattamie County.

Local Resource Development

WCCA and the local communities generate the contributions and in-kind donations necessary to qualify for tax-supported grants and other sources of funding in the fight against poverty. During FY 2009, volunteers contributed 34,524 hours. The total local in-kind value reached \$3,281,249.

FY 2009 Accomplishments

West Central Community Action's major management and program accomplishments for FY 2009 include:

- On February 14, 2009 a local Harlan establishment "The Lounge" sponsored and hosted a fund raising event on our behalf that raised \$6,005.
- In May 2009 Ivy Nielsen was hired as the new Senior Aide Program Assistant Project Director.
- In August 2009 Lori Howery was hired as a new Family Development Specialist to work with FaDSS families that are exiting the program but still need support services to assist them to overcome barriers to self-sufficiency.
- In August 2009 Sarah Sampson LPN was hired to provide hemoglobin and lead testing to all applicable Agency clients throughout our ten county service area.
- In September 2009 Aaron DeWees was hired as the new Information/Technology Manager.
- The Weatherization Program hired three additional Estimator/Evaluators staff in order to assist the program in ramping up to meet the additional

funding demands.

- The Harrison County Outreach Office was moved to a new location in Logan.
- Pre-school partnerships were formed with school districts in Atlantic, Avoca, Council Bluffs, Hamburg, Red Oak, Missouri Valley, and Villisca. These partnerships will provide approximately \$160,000 of additional annual funding to the Head Start Program.
- As of September 30, 2009 the Agency received \$3,575,886 in additional funding through the American Recovery and Reinvestment Act of 2009 for the Emergency Food & Shelter Program, the Senior Aides Program, Community Services Block Grant, Head Start and the Weatherization Program.
- The Agency applied for additional funds to expand the Head Start Program through the American Recovery and Reinvestment Act of 2009. We received notification that we were funded in the amount of \$530,013 to serve 64 additional children and their families in Pottawattamie County.
- The Senior Aides Program received a \$30,000 grant to provide hands-on training to assist our senior citizens on how to understand, gain knowledge and access the internet.
- The Agency applied for new funds to provide Early Head Start Program services through the American Recovery and Reinvestment Act of 2009. We received notification that we were funded in the amount of \$2,043,809 to serve 144 pregnant women, infants and their families in the counties of: Crawford, Fremont, Mills, Montgomery, Page and Pottawattamie.
- The Agency applied for new funds to provide Homeless Prevention & Recovery services through the American Recovery and Reinvestment Act of 2009. We received notification that we were funded in the amount of \$959,948 to provide rental assistance to eligible participants in our 10 county service area for up to three years.

Head Start Volunteer of the Year Award

Millie started as a Head Start volunteer as she was a child care provider for a Head Start enrollee before and after Head Start. Millie would bring the child to Head Start and volunteer the complete day, taking the child to her home for child care following the Head Start day. Millie was welcomed into the classroom with open arms. Millie joined in the classroom in all aspects, she provided hugs and kisses, wisdom and songs. She danced with children, read to children, listened to children read, provided listening ears and a great conversation at mealtime with children and took full interest in the Head Start setting, helping children to spread their wings, giving staff a little extra time to meet their schedules with paperwork, etc. Millie "reported" to Head Start each day as if she were an employee, even notifying the center if she was unable to attend for any reason. Millie contributed over 500 hours per month of in-kind; but she actually provided so much more to children, parents and staff than in-kind could ever measure. Millie has been an active volunteer in the Missouri Valley Head Start classroom for over three years, two years longer than the child she was providing child care for stayed in Head Start. Staff, children and families embrace Millie's warmth and sharing ways. Visiting the classroom, one would never guess Millie was a volunteer, you'd think she was part of the staff team. Millie was recognized by the Governor last spring for all the time and talent she has shared with Head Start as a volunteer. Millie truly is an angel among us. Deb Spencer, Head Start Teacher, states she wished every Head Start classroom could have a Millie in their classroom...

Federal Poverty Income 100% Guideline

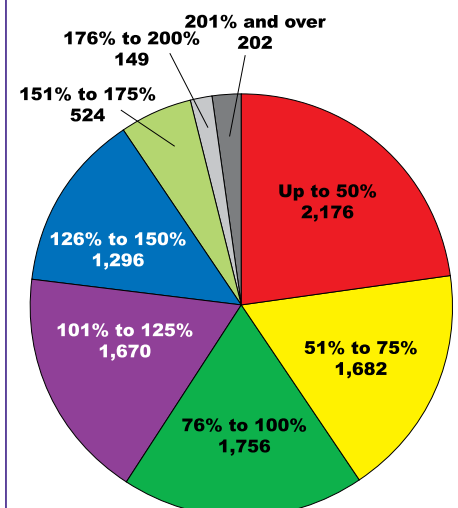
SIZE OF ANNUAL FAMILY INCOME MONTHLY INCOME

1	\$ 10,830	\$ 902.50
2	14,570	1,214.17
3	18,310	1,525.83
4	22,050	1,837.50
5	25,790	2,149.17
6	29,530	2,460.83
7	33,270	2,772.50
8	37,010	3,084.17

* For family units over 8, add \$3,740 (annually) for each additional member.



Poverty Level of Families Served 2009

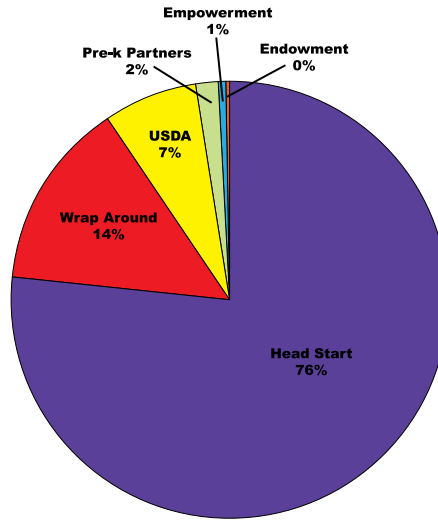


Head Start Program Public Report

Budgets

Revenues/Expenditures

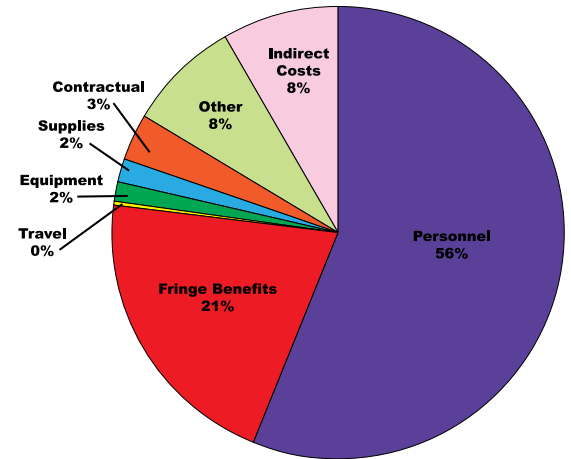
Head Start.....	3,492,390
Wrap Around	629,875
USDA.....	319,076
Pre-k Partners.....	75,149
Empowerment.....	32,390
Endowment	2,400
Total	4,551,280



Head Start Budget

Personnel	1,967,972
Fringe Benefits	720,782
Travel.....	11,345
Equipment.....	54,716
Supplies.....	54,097
Contractual	114,247
Other	281,534
Indirect Costs	287,697
Total.....	3,492,390
Non-federal Share.....	847,936

Head Start Budget 02/01/10 - 01/31/11



Enrollment

Total Number of Families Served

Program	Served '08 - '09
Head Start	521
Wrap Around	267
* Program Wide	788

Total Number of Children Served

Program	Funded Enrollment	Served '08 - '09
Head Start	492	553
Wrap Around	223	248
* Program Wide	715	801

Average Monthly Enrollment

Program	Funded Enrollment	Average Enrollment
Head Start	492	100%
Wrap Around	223	100%
* Program Wide	715	100%

Percentage of Eligible Children Served

	Applications Received	Eligible Children Served	Percentage
Head Start	929	522	50.59%

*Number of families program wide does not equal the individual program families because some families had multiple children enrolled in different program options.

Monitoring Review

As a result of the tri-annual federal review ending the week of December 7, 2008, the WCCA Head Start program had areas of noncompliance in: Mental Health, Program Design & Management and Transportation Services. A Quality Improvement Plan (QIP) was written, implemented and mostly recently West Central Community Action Head Start was awarded Center of Excellence status.

Audits

WCCA's 2008 Financial Statements and Audit is available online at www.westcentralca.org

Physical & Dental Exams

	Number of enrolled children that completed the following (out of 521 served)	Percentage of enrolled
Dental	464	89.06%
Physical	521	100%

Parent Involvement Activities

From the very first meeting with the family, parents are offered the opportunity to be involved with the program. Parents attend parent meetings; serve on Policy Council, Health Advisory Council, Self Assessment, Personnel, Budget, By-laws and/or Marketing committees. Parents are always welcome in the classroom by helping with or leading activities or projects, attending field trips, planning classroom activities with the teaching staff, and introducing or sharing their culture with the class. There are a number of ways that parents can help teaching staff by sharing opinions, ideas and thoughts, working on projects at home, communicating with the staff, helping other parents feel welcome, and reinforcing learning at home.

As their child's first and most important teacher, parents have an important role in the program. We reach out to the parents for whom English is their second language to help them feel included in activities and meetings by providing interpreters and culturally sensitive activities. Along with parent and committee meetings, there are also Family Fun Nights for families in the program.

Preparing Children for School

We begin preparing children for kindergarten the day they begin in our Head Start pre-school classrooms. Teaching staff focus on building children's skills especially in the areas of Social/Emotional Development, Physical Development, Cognitive Development, and Language & Literacy. Throughout the year, Teachers hold home visits and conferences with parents to talk about how their child's skills are progressing. At the final conference of the year parents receive an informational form about what their child knows that the parent can provide the child's new Kindergarten Teacher to help them get to know the child a little faster.

WCCA Teachers collaborate with local school districts to coordinate curriculum to support Kindergarten readiness. Head Start and Pre-k classrooms that are located on school district properties are able to participate in Elementary School activities which often include Library visits, Music class, Physical Education, and special assemblies. Head Start and Pre-k classes visit Kindergarten classrooms each spring so that they know what to expect in the fall. Whenever possible, Kindergarten Teachers or Principals attend spring parent meetings to provide information about entering Kindergarten. WCCA Family Advocate staff assists parents with Kindergarten registration and attend Kindergarten Round in each district to assist with this process.

Independent Auditors' Report

To the Board of Directors
West Central Community Action, Harlan IA

We have audited the accompanying statement of financial position of West Central Community Action as of September 30, 2009 and the related statements of activities, functional expenses, and cash flows for the year then ended. These financial statements are the responsibility of the Organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America, and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of West Central Community Action as of September 30, 2009, and the changes in its net assets and its cash flows for the year then ended in conformity with U.S. generally accepted accounting principles.

In accordance with *Government Auditing Standards*, we have also issued our report dated March 9, 2010 on our consideration of West Central Community Action's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and should be read in conjunction with this report in considering the results of our audit.

Our audit was performed for the purposes of forming an opinion on the basic financial statements of West Central Community Action taken as a whole. We have previously audited in accordance with the standards referred to in the second paragraph of this report. The financial statements for the year ended September 30, 2008 (which is not presented herein) of West Central Community Action and expressed unqualified opinions on those financial statements. The Non-GAAP supplemental information as listed in the table of contents is presented for the purpose of presenting grant closeout information as required by grantees. These schedules are presented on the basis of accounting required by the grantees which differs from U.S. generally accepted accounting principles. Such information has been subjected to the auditing procedures applied in the audit of the basic financial statements, and in our opinion are fairly stated in accordance with the basis of accounting outlined above in relation to the basic financial statements taken as a whole.

Our audit was performed for the purposes of forming an opinion on the basic financial statements of West Central Community Action taken as a whole. The accompanying supplemental information as listed in the table of contents, including the Schedule of Expenditures of Federal Awards, as required by U.S. Office of Management and Budget Circular A-133, *Audits of States, Local Governments, and Non-profit Organizations*, is presented for the purposes of additional analysis and is not a required part of the basic financial statements. Such information has been subjected to the auditing procedures applied in the audit of the basic financial statements and, in our opinion, is fairly stated in all material respects in relation to the basic financial statements taken as a whole. The US Department of Agriculture Certification Regarding Debarment, Suspension, and Other Responsibility Matters – Primary Covered Transactions listed in the table of contents as Non-GAAP has not been audited.


Certified Public Accountants

Onawa, Iowa
March 9, 2010

WEST CENTRAL COMMUNITY ACTION
Statement of Financial Position
September 30, 2009

<u>Assets</u>	<u>Current</u>	<u>Local Property and Equipment</u>	<u>Total</u>
Cash and Cash Equivalents	\$ 503,940		\$ 503,940
Investments	343,959		343,959
Receivables			
Grant Awards and Contracts	1,382,936		1,382,936
Accounts	6,172		6,172
Prepaid Expenses	22,378		22,378
Property and Equipment (net)		\$ 1,926,006	1,926,006
Total Assets	<u>2,259,385</u>	<u>1,926,006</u>	<u>4,185,391</u>
 <u>Liabilities and Net Assets</u> 			
Payables			
Accounts	598,456		598,456
Accrued Interest	2,451		2,451
Accrued Salaries and Benefits	213,317		213,317
Compensated Absences	328,761		328,761
Grant Advances	46,485		46,485
Notes Payable Shelby County State Bank	-	412,853	412,853
Notes Payable - USDA	-	543,700	543,700
Total Liabilities	<u>1,189,470</u>	<u>956,553</u>	<u>2,146,023</u>
Net Assets			
Undesignated	938,189	969,453	1,907,642
Designated:			
Grants and Contracts	131,726		131,726
Total Net Assets	<u>1,069,915</u>	<u>969,453</u>	<u>2,039,368</u>
Total Liabilities and Net Assets	<u>\$ 2,259,385</u>	<u>\$ 1,926,006</u>	<u>\$ 4,185,391</u>

See Accompanying Notes to Financial Statements

WEST CENTRAL COMMUNITY ACTION
Statement of Activities
For the Year Ended September 30, 2009

	Current	Local Property and Equipment	Total
Revenue, Support and Other Gains and (Losses)			
Governmental Funding Sources:			
United States Department of Labor	\$ 552,097		\$ 552,097
United States Department of Energy	620,251		620,251
United States Department of Health and Human Services	12,038,467		12,038,467
United States Department of Agriculture	1,962,544		1,962,544
United States Department of Homeland Security - FEMA	73,101		73,101
State and Local Grants and Contracts	907,455		907,455
In-Kind Contributions	57,599		57,599
Public Support and donations	51,129		51,129
Interest Income	18,133		18,133
Gain on Sale of Equipment	15,305	\$ (15,286)	19
Other Income	269,670		269,670
Total Revenue, Support and Other Gains and (Losses)	<u>16,565,751</u>	<u>(15,286)</u>	<u>16,550,465</u>
Expenses			
Program Services			
Salaries and Wages	4,503,968		4,503,968
Fringe Benefits	1,730,523		1,730,523
Professional and Contract Service Fees	191,112		191,112
Travel	197,216		197,216
Space Costs	428,097		428,097
Supplies	497,306		497,306
Repairs and Maintenance	10,656		10,656
Equipment Purchase/Lease	54,352		54,352
Interest Expense	52,303		52,303
Insurance	2,254		2,254
Telephone	114,446		114,446
Utilities	63,892		63,892
Advertising	12,332		12,332
Training	450		450
Assistance to Individuals	7,715,906		7,715,906
Other Costs	657,120		657,120
Depreciation Expense	-	135,733	135,733
In-Kind Expenses	57,599		57,599
Total Expenses Before Allocation of Indirect Costs	<u>16,289,532</u>	<u>135,733</u>	<u>16,425,265</u>
Total Expenses	<u>16,289,532</u>	<u>135,733</u>	<u>16,425,265</u>
Transfer (To) From Other Funds	<u>(201,685)</u>	<u>201,685</u>	<u>-</u>
Change in Net Assets	74,534	50,666	125,200
Net Assets - Beginning of Year	<u>995,381</u>	<u>918,787</u>	<u>1,914,168</u>
Net Assets - End of Year	<u>\$ 1,069,915</u>	<u>\$ 969,453</u>	<u>\$ 2,039,368</u>

See Accompanying Notes to Financial Statements

Corporate Directory

EXECUTIVE OFFICE

1408 A Hwy 44, P.O. Box 709
Harlan, IA 51537755-5135
FAX #755-3235

Executive Staff

Joel Dirks Executive Director
Billye Dollen, Executive Secretary
Cathy Flies, Receptionist/CC

Fiscal Staff

Barb English Fiscal Officer
Susan Anderson, Payroll Bkpr
Keith Bruck, Cash Receipts Bkpr
Wendy Mueller, Cash Disburs Bkpr
Dorothy Pingel, Cash Disburs Bkpr
Karen Schlueter, Accnts Pay/Inventory Coord

Human Resource/Personnel

Denny Lawson, Human Resource Dir
Char Arkfeld, Human Resource Spec

Energy/Housing

Marilyn Rodacker, Energy/Housing Dir
Kelly Mahlberg, Asst Energy/Housing Dir
Robert Burnett, Info System Coord
Darlene Hess, LIHEAP Verif Clerk
Judy Knudsen, WX Contr Clerk
Mildred Behrendt, File Clerk

CACFP

Nancy Pash, CACFP Program Coord
Mary Lueth, Nutrition Rep
Kristine Lingle, Nutrition Rep

WIC

Lynne Tremel, RN, BSN WIC Coord

Senior Aides

Doug Paine, Senior Aide Project Dir
Ivy Nielsen, Asst Senior Aide Dir

Outreach

Erin Hudson, OR/Plan & Resource Dir

OUTREACH OFFICES

Cass County

304 Chestnut FAX #243-3621
Atlantic, IA 50022243-5421
Carol Wright, FD/SS Spec

Crawford County

145 N 7th FAX #263-4959
Denison, IA 51442263-3538
Connie McGee, FD/SS Spec

Fremont County

608 Clay FAX #374-2431
Sidney, IA 51652374-3367
Barb Hankins, FD/SS Spec

Harrison County

107 N 4th, Suite 7 FAX #644-2577
Logan, IA 51546644-3388
Amy Lugsch, FD/SS Spec

Mills County

313 Main FAX #624-8711
Malvern, IA 51551624-8172
Sue Dunmire, FD/SS Spec

Monona County

801-B 10th Street FAX #423-2447
Onawa, IA 51040423-2603
Brenda Howland, FD/SS Spec

Montgomery County

1109 Highland FAX #623-9549
Red Oak, IA 51566623-2339
Heather Dollen, FD/SS Spec

Page County

500½ N. Broad FAX #246-1671
Shenandoah, IA 51601246-2585
Linda Ash, FD/SS Spec

Pottawattamie County

Omni Centre Business Park
300 W. Bdwy, Suite 35 FAX #323-0038
Council Bluffs, IA 51503322-2621
Janet Robertson, FD/SS Spec

Shelby County

516 Market Street FAX #755-2714
Harlan, IA 51537755-5602
Dena Matthews, Outreach Worker

Child Care Resource & Referral/CACFP

701 10th, PO Box 709 FAX #755-7827
Harlan, IA 51537755-7381
Debra Morrison, CCR&R/CACFP Dir
Linda Heckman, Parent Serv Coord
Carol Jensen, Training Consultant
Toni Stork, Prov Serv Coord
Joan Schechinger, Admin Asst
Deb Martens, Reg Home Cons
Dawn Powers, QRS Spec
Cathy Renz, Reg Ch Care Nurse Cons

300 W. Bdwy, Suite 35..... FAX #323-0038
 Council Bluffs, IA 51503322-2621
 Bobette Beedle, Prov Serv Coord
 Jeanette Linnenburger, On-Site Cons
 , On-Site Cons
 Joyce Mahl, Infant/Toddler Spec
 Eula Green, CACFP Nutrition Rep

304 Chestnut FAX #243-3621
 Atlantic, IA 50022243-3118
 Jolene Mitchell, On-Site Spec

500½ N. Broad FAX # 246-1671
 Shenandoah, IA 51601246-1861
 Linda Schaefer, Reg Infant/Toddler Spec

313 Main..... FAX #624-8711
 Malvern, IA 51551624-8172
 Jean Hudson, Home Cons

WIC North Office

1408 A Hwy 44, Harlan, IA 51537755-7322
 Barb Motsenbocker, RD/LD/MS CPA
 Darlene Baer, Biling WIC Clerk
 Martha Caravantes, Biling WIC Clerk
 Cara Cacy, RN CBE CPA
 Caitlin Blake, RN CPA
 Sarah Sampson, LPN ARRA Lead/HGB Test
 Melissa Vana, BS CPA – Nutr
 Fran Hutson, RD LD CPA
 Ameli William, WIC Asst
 Vividiana Alvarado, WIC Asst

WIC South Office

1411 2nd Street, Red Oak, IA 51566623-2339
 Ann Hutson, WIC Asst
 Elva Olson, Clerk
 Heather Hall, RN, CBE CPA
 Rachel Mathy, RD LD CPA

Family Development (FaDSS)

300 W. Bdwy, Suite 35 FAX #323-0038
 Council Bluffs, IA 51503322-5966
 Molly Cummings, FaDSS Project Man
 Cathy Jager, FaDSS Spec
 Pam Nightser, FaDSS Spec
 Lorie Howery,ARRA FaDSS Spec

304 Chestnut St.,Atlantic IA 50022
 Jolene Sonntag, FaDSS Spec243-6214

801-B 10th St., Onawa, IA 51040
 Rhonda Johnson, FaDSS Spec423-2603

1109 Highland., Red Oak, IA 51566
 Sarah Nelson, FaDSS Spec.....623-2339

Weatherization

300 W. Bdwy, Suite 35..... FAX #323-0038
 Council Bluffs, IA 51503323-2810
 Bev Handley, WX Eval/Insp
 Duane Nowatski, WX Eval/Insp
 Rob Brockhoff, WX Eval/Insp
 Wade Pease, WX Eval/Insp
 Dick Runyon, WX Eval/Insp
 Dave Brame, Intake/WX Office Coord
 Martha Lynn Petersen, LIHEAP Intake
 Toni Blackman, LIHEAP Intake
 Denise Batt, LIHEAP Intake
 Kristy Stick, Receptionist

HPRP Program

516 Market, Harlan, IA
 Dawn Gardner, Case Man

500½ N Broad, Shenandoah, IA
 Lyndsie Wagoner, Case Man

HEAD START

Admin Offices 1-800-698-5886
 204 Oak, PO Box 128, Moorhead, IA 51558886-5217
 Penny Lingle, Head Start/EHS Dir
 Dianne Blum, RN Head Start Nurse
 Lisa Gordon, Disab/Mental Hlth Coord
 Janet Hinkel, Ed Info Spec
 Lois Hoffman, Receptionist
 Denise Howard, Asst Ed Coord
 Jolene McDonald, Prgm Op/Tr Coord
 Jane Renz, Database Spec
 Jan Rosman, RN, Hlth & Wellness Coord
 Jill Sebern, Fam & Com Prtnrshp Coord
 Ruth Schaben, ERSEA/Prgm Gov Coord

Linda Heywood, Ed Coord527-1869
 Glenwood I Head Start

Karen Bodwell, Area Man623-5575
 Red Oak Head Start

Cindy Humphrey, Area Man243-3900
 Atlantic Head Start

Sharon Poole, Area Man/Nut Coord 423-3521
 Onawa Head Start

Kris Evezic, Area Man/Bhvr Spec323-1306
 Council Bluffs Head Start

Early Head Start Harlan Office

Suzette Bates-Leal, Early HS Proj Coord
 Marilyn Davie, EHS Fam/Com Ptnrshp Coord
 Michelle Woolsey, EHS Hlth/Nutr Coord

HEAD START CENTERS

AHST HEAD START

AHST Elementary School
412 Chestnut Street, Avoca, IA 51521 343-6364 X 405
April Crawford, Teacher
Millie Petrzilka, Assoc Teacher
Lori Glissmann, Family Advocate

ATLANTIC I HS243-4001

54233 Olive Street, Atlantic, IA 50022
Kim Palmer, Teacher/Cntr Supv
Sue Littleton, Asso Teacher
Lynn Armstrong, Utility Aide
Lori Glissman, Family Advocate

Atlantic II HS243-4001

54233 Olive Street, Atlantic, IA 50022
LuAnn Gipple, Teacher/Cntr Supv
Catherine Hawthorne, Assoc Teacher
Jo Dean, Assoc Teacher
Ann Hinton, Food Service
Lori Glissman, Family Advocate

Beyond Dreams I HS265-2403

10 Opportunity Drive, Denison, IA 51442
Stacy Brandon, Teacher/Cntr Supr
Cara Ransom, Assist Teacher
Heidi Igou, Assist Teacher
JoAnn Nichols, Family Advocate

Beyond Dreams II HS265-2404

10 Opportunity Drive, Denison, IA 51442
Stacy Jepsen, Teacher/Cntr Supv
Kim Christensen, Assist Teacher
Arlene Bald, Food Service
JoAnn Nichols, Family Advocate
Wayne Keesling, Senior Aide
Pat Swanson, Senior Aide

Bloomer

210 South 7th Street, Council Bluffs, IA 51503
Deanna Cruz, Biling Assoc Teacher
Cheryl Jones, Family Advocate

Clarinda HS542-1170

423 East Nodaway, Clarinda, IA 51632
Angela Havener, Teacher/Cntr Supr
Jessica Fewson, Assist Teacher
Dianne Woods, Assoc Teacher
, Food Service II
Barbara Campbell, Family Advocate

Council Bluffs I HS323-1306

765 Madison Avenue

Council Bluffs I HS323-1306

765 Madison Avenue, Council Bluffs, IA 51503
Justine Horrocks, Teacher/Cntr Suprv
LeeAnn Petree, Assist Teacher
Amanda Patrick, Assoc Teacher
Angie Blaney, Family Advocate
Herberta Medina, Senior Aide
John Johnson, Senior Aide

Council Bluffs II HS329-9760

765 Madison Avenue, Council Bluffs, IA 51503
Angel Mayberry, Teacher/Cntr Suprv
Crystal Gray, Assist Teacher
JR Heywood, Assist Teacher
Kathleen Branscum, Food Service
Angie Blaney, Family Advocate

Council Bluffs III HS322-2210

765 Madison Avenue, Council Bluffs, IA 51503
Deb Spencer, Teacher/Cntr Suprv
Kim Moore, Assoc Teacher
Mary Dahl, Food Service
Angie Blaney, Family Advocate

Council Bluffs Salvation Army HS 322-2210

715 North 16th Street, Council Bluffs, IA 51501
Pam Foote, Teacher/Cntr Suprv
Twyla Bender, Assoc Teacher
Vanessa Hagar, Food Service
Cheryl Jones, Family Advocate
Jean Schultz, Senior Aide
Linda Kermeen, Senior Aide

Denison I HS263-7105

1826 3rd Avenue, South, Denison, IA 51442
Sandy Meyer, Teacher/Cntr Suprv
Jeannie Schaben, Assoc Teacher
Jennifer Ortega, Biling Assist Teacher
Apryl Argotsinger, Biling Family Advocate
Betty Wieck, Senior Aide
Marge Brown, Senior Aide

Denison II HS263-7106

1826 3rd Avenue, South, Denison, IA 51442
Tera Fink, Teacher/Cntr Suprv
Elaine Slechta, Assoc Teacher
, Biling Assist Teacher
Apryl Argotsinger, Biling Family Advocate
Doris Russmann, Senior Aide

Denison III HS263-2356

214 North 20th Street, Denison, IA 51442
Cari Messenbrink, Teacher/Cntr Suprv
Linda Graeve, Assoc Teacher
Urzula Preciado, Biling Assist Teacher
JoAnn Nichols, Family Advocate
Beulah Ransom, Senior Aide

Denison IV HS263-8161	Onawa I HS423-2409
214 North 20th Street, Denison IA 51442 Chris Wessel, Teacher/Cntr Suprv Rebecca Ruiz, Biling Assist Teacher Deb Stater, Assoc Teacher JoAnn Nichols, Family Advocate	307 Jasper Street, Onawa, IA 51040 Megan Johnston, Teacher/Cntr Suprv Deena Heistand, Assist Teacher Gwen Clemon, Assist Teacher Christina Hadden, Utility Aide Bobbi Moore, Food Service Sam Gross, Family Advocate
Edison School (ARRA CTR) 2218 3rd Avenue, Council Bluffs, IA 51501 Natalie Pheiffer, Assoc Teacher	Onawa II HS423-9733
Glenwood I HS527-4165	307 Jasper Street, Onawa, IA 51040 Crystal Lee, Teacher/Cntr Suprv Paula Nagel, Assoc Teacher Barb Getzfreid, Food Service Sam Gross, Family Advocate Honey Davis, Senior Aide
103 Central, Glenwood, IA 51534 , Teacher/Cntr Suprv Angela Schochenmaier, Assist Teacher Teresa Scott, Assoc Teacher Pam Hostetter-Oldaker, Family Advocate	Red Oak HS623-8390
Glenwood II HS527-2023	Webster School 904 Broad, Red Oak, IA 51566 Clair White, Teacher/Cntr Suprv Marjie Gohlinghorst, Assoc Teacher LaDonna Johnson, Assist Teacher Marci Bishop, Family Advocate
103 Central, Glenwood, IA 51534 Linda McGrew, Teacher/Cntr Suprv Alysse Heywood, Assist Teacher Pam Hostetter-Oldaker, Family Advocate	Schleswig HS676-3342
Hamburg HS382-1480	510 Date Street, Schleswig, IA 51461 Kelly Rauch, Teacher/Cntr Suprv Michelle Leedahl, Biling Assist Teacher Vickie Meseck, Utility Aide Barb Quandt, Family Advocate
2967 Hwy 275, Hamburg, IA 51640 Connie Widger, Teacher/Cntr Suprv Myra Mullins, Biling Assist Teacher Rosalie Miller, Assist Teacher , Food Service II Pam Hostetter-Oldaker, Family Advocate	Shenandoah HS246-4180
Harlan HS755-7537	1501 Mustang Drive, Shenandoah, IA 51601 Mary Wilson, Teacher/Cntr Suprv Assoc Teacher Lois Girouex, Assist Teacher Barbara Campbell, Family Advocate
701 10th Street, Harlan, IA 51537 Natasha Schwerte, Teacher/Cntr Suprv Mary Benner, Assist Teacher Julie Wade, Food Service Claudia Mefford, Family Advocate Lois Gordon, Senior Aide	Villisca HS826-2299
Mapleton HS882-1060	Enarson Elementary School 219 Central Avenue, Villisca, IA 50864 Martha Herzberg, Teacher/Cntr Suprv Gina Hults, Assist Teacher Teresa Harrison, Assoc Teacher Barbara Campbell, Family Advocate
410 South 6th Street, Mapleton, IA 51034 Patty Jensen, Teacher/Cntr Suprv Brenda Rohlk, Assoc Teacher Jennifer Goslar, Assist Teacher Sam Gross, Family Advocate	Walnut Grove (ARRA CTR) 2920 Avenue J, Council Bluffs, IA 51501 Ashley Hoffman, Assoc Teacher
Missouri Valley HS642-4481	Woodbine HS647-2535
109½ East Michigan, Missouri Valley, IA 51555 Chelsey Staben, Teacher/Cntr Suprv Delores Dorland, Assoc Teacher Shawntel Baragar, Food Service Claudia Mefford, Family Advocate	501 Weare Street, Woodbine, IA 51579 Gretchen Bonsall, Teacher/Cntr Suprv Judy Flint, Assoc Teacher Claudia Mefford, Family Advocate