

## Our Vision

Enhanced quality of life for communities, families, and individuals.

*Helping People.  
Changing Lives.*

The Pottawattamie County Outreach Office provides client intake, assessment, and referrals, as well as coordinates with other community resources.

The outreach office houses LIHEAP, Weatherization, FaDSS, and CCR&R programs. Staff work closely with local organizations to ensure non-duplication of services and to maximize resources for resolving local poverty issues.

Outreach staff strive to assist low-income families of Pottawattamie County in becoming self-sufficient. A wide variety of programs, services and referrals reflect this accomplishment.



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## Outreach Offices:

### CASS COUNTY

304 Chestnut  
Atlantic, IA 50022  
712-243-5421

### CRAWFORD COUNTY

145 N 7th  
Denison, IA 51442  
712-263-3538

### FREMONT COUNTY

910 Illinois Street  
Sidney, IA 51652  
712-374-3367

### HARRISON COUNTY

107 N. 4th Ave Suite 7  
Logan, IA 51546  
712-644-3388

### MILLS COUNTY

313 Main  
Malvern, IA 51551  
712-624-8172

### MONONA COUNTY

801-B 10th St  
Onawa, IA 51040  
712-423-2603

### MONTGOMERY COUNTY

1109 Highland Ave  
Red Oak, IA 51566  
712-623-2339

### PAGE COUNTY

500 1/2 N. Broad  
Shenandoah, IA 51601  
712-246-2585

### SHELBY COUNTY

1017 7th St  
Harlan, IA 51537  
712-755-5602

### POTTAWATTAMIE COUNTY

Omni Centre Business  
Park 300 W Broadway  
Suite 35  
Council Bluffs, IA 51503  
712-322-2621

West Central Community Action is a private, non-profit, tax-exempt 501(c)3 organization. This Institution is an Equal Opportunity Provider and Employer.



## Our Mission

**Empowering families and individuals to achieve their highest potential.**



## Pottawattamie County Outreach

**Omni Centre Business Park 300  
W Broadway Suite 35  
Council Bluffs, IA 51503  
712-322-2621  
westcentralca.org**

## Programs and Services

### Low Income Home Energy Assistance Program (LIHEAP)

The Low-income Home Energy Assistance Program (LIHEAP) is designed to aid qualifying low-income Iowa households (homeowners and renters) in the payment of a portion of their residential heating costs for the winter heating season, to encourage regular utility payments, to promote energy awareness, and to encourage the reduction of energy usage through energy efficiency, and client education. All clients applying for this program will simultaneously be making an application for weatherization assistance as required by state law.

#### When can I apply for LIHEAP?

LIHEAP applications are accepted on a first-come/first-served basis from November 1st through April 30th. Elderly (60+) and disabled individuals may apply beginning October 1st.

Applications will be taken by appointment at the Pottawattamie County Outreach Office.



## ENERGY CRISIS INTERVENTION

### PAYMENTS (ECIP)

Energy Crisis Intervention Payments are made for weather-related and supply shortage emergencies. Money can help with furnace repair/replacement, fuel delivery, reconnect fees, service continuity, and cooling. Applications will be taken by appointment.

**First-come, first-serve while funding is available**

### FAMILY DEVELOPMENT AND SELF-SUFFICIENCY (FaDSS)

The FaDSS program provides intense support to families receiving FIP (Family Investment Plan). As a home visiting program, specialists meet with the family in their own home. Building on the family's strengths, specific plans are developed to help the family achieve self-sufficiency and obtain employment. Home visits, on-going assessment, goal setting, advocacy, and referrals to community resources are the core components of this program.

### CHILD CARE RESOURCE AND REFERRAL

CCR&R provides services for parents, child care providers, employers and community groups, including resources, education and advocacy to help meet the community's needs for affordable and accessible childcare. Visit [iowaccrr.org](http://iowaccrr.org)

## WEATHERIZATION

The weatherization assistance program helps low-income households increase the energy efficiency of their homes and save money on fuel costs. Typical energy-saving measures include sealing air leaks, installing insulation in attics, walls, and crawl spaces, tuning and upgrading heating systems, and installing low-cost energy conservation measures. The state of Iowa creates a priority list of eligible households based on heating costs and household dynamics.

### REFERRALS FOR EMERGENCY SERVICES

Pottawattamie County Outreach Office also makes referrals to other social service agencies to assist with the following:

- Shelters
- Rental Financial Assistance
- Child Care
- Education
- Utility Assistance
- Meals/Food Pantry
- Clothing/Personal Hygiene
- Legal/Housing Rights
- Hispanic/Latino Support
- Public Benefits
- & More...