

# EXECUTIVE SUMMARY

## Human and Social Needs Listening Session

April 29, 2013 – American Red Cross – Loess Hills Chapter

### In attendance for HSN Session:

Jill Orton – Red Cross  
Nancy Schulze - MICAH House/Heartland Family Service  
John Jeanetta – Heartland Family Service  
Susan Schnase – Boys & Girls Club  
Cassandra Burkett – The Salvation Army

### IWF Staff:

David Harris  
Reed Morgan  
Deb Debbaut

### What have you learned?

- \* Everything together creates more synergy, able to direct folks to other agencies.
- \* Easier referral more awareness with the various agencies all located in one location. Helps people plan to improve their situation. Eases the way forward for people already under stress.

### Campus coordinator:

- \* Campus Coordinator position invaluable in linking us closer together.
- \* Building relationships with the local businesses and universities (Creighton/UNO).
- \* The potential of working with large groups and organizations. Helps folks that live in Council Bluffs but work in Omaha be aware of opportunities to volunteer in CB.
- \* The last campus coordinator was more into marketing a center of services “branding” which the agencies are interested in pursuing.
- \* It was felt that the clients know what type of services were offered at the campus but the general population still not sure what is offered.
- \* Board of Directors of the various organizations seem proud of the organization being located on the campus.
- \* The Boards are interested in collaborative efforts, i.e., the Back to School backpack program.
- \* The Board president of one of the organizations volunteers at two of the other organizations located on the Lakin Campus.

# EXECUTIVE SUMMARY (cont'd)

## Human and Social Needs Listening Session

---

- \* Parents are grateful for the services provided.
- \* MICAH House is now using a program called Metro Home Base, through software program with Metro Area Community Housing (MACH) – provides information on where to get services if you are homeless or near homeless.
- \* It would be useful to have a similar system for domestic abuse shelters, but because of the privacy laws it is difficult.
- \* Huge changes and huge system – best quality of help. Clinical review team established in Council Bluffs.

### **What do they see as a main issue & challenges? Where is the area of the greatest need?**

- \* Lutheran Family Services doesn't have a central access you have to call all of the Lutheran Family Service locations to find out available information.
- \* Assistance – helping folks get back on their feet.
- \* Safe affordable housing with services available – serve people with multiple issues – “supportive housing units.”
- \* Need more transitional housing for women coming out of Moms Off Meth.
- \* You have to provide services to those you are trying to help or you are just setting the people up to fail.
- \* Senior housing – one-level – “sense of community”.
- \* Job opportunities – There are jobs available for them through Family Works, once they complete the program; but because they can't find work they end up going back to the situation that was not good for them.
- \* MICAH House – having a social worker on staff has greatly helped. The mood of the shelter has improved. Staff is trained on how to handle and defuse situations.
- \* Workforce Development “soft skills.” More job opportunities are needed for clients.
- \* Hungry children – the children ask to take leftover food home for the weekend or they won't be able to eat – there is no food at home. Hunger remains an issue, especially with kids.
- \* Different expectations between what services the Boys & Girls Club provide and what the parents think they should provide.

# EXECUTIVE SUMMARY (cont'd)

## Human and Social Needs Listening Session

---

- \* Lack in parenting skills, Boys & Girls Club wishes they had more access to parents.
- \* Would be helpful at times to have an interpreter at the Lakin Campus. When children have to translate for the parents it changes the family dynamics.
- \* The Hispanic population likes Council Bluffs because they feel it is a “smaller”, “safer” community.
- \* American Red Cross staff wish that they could get the babysitting classes in the schools, wish there were more funds to do programs at the Boys & Girls Club.

### **What can IWF do to have more impact?**

- \* Felt that IWF had did a good job working together with the flood disaster relief.
- \* Creating and facilitating partnerships; social services and education groups work together but need economic development folks at the table too - “it is a leg on the stool.”
- \* Iowa Finance Authority now requires a substantive support-services component with housing finance applications.
- \* Real disconnect between school districts and service providers for substance abuse.
- \* Only therapist is at LC middle school & high school – has been there for 4 years.

# EXECUTIVE SUMMARY

## Human Services Advisory Council Listening Session

---

May 9, 2013 – American Red Cross – Loess Hills Chapter

### **In attendance:**

Mike Barker – Children’s Square  
Wenday Sorensen – Iowa Workforce Development  
Marsha Grandick – Community Education Foundation (STARS)  
Bruce Kuenning – Hope Net Ministries  
Denise Parker – Financial Hope Collaborative/Creighton University  
Lisa Picker – Heartland Family Service  
Holly Senrick – Southwest 8 Senior Services  
Kris Wood – WIC  
Dee Wentzel – Housing Administrator (retired)

### **IWF Staff:**

David Harris  
Reed Morgan  
Deb Debbaut

Human Services Advisory Council (“HSAC”) is a group of organizations who collaborate together to get projects done that couldn’t be done by one agency.

### **Good programs:**

Financial Hope Collaborative (Creighton University) is new, well regarded and has a waiting list of single mothers. Those in attendance agreed that there is a larger audience/opportunity for this consumer financial repair and stabilization program – two-thirds of the people are living paycheck to paycheck.

Affordable, nutritious food is needed. *Cultivate Iowa* and other community-gardening efforts bring neighbors together to do this, and more should be encouraged. Middle-class family demand for services is rising: food stamps, health screenings, etc.

### **Regarding seniors:**

- Grandparents are raising grandkids in record numbers. Age 60 & older lower income grandparents. Many single women over 60 still working and raising grandchildren.

# EXECUTIVE SUMMARY (cont'd)

## Human Services Advisory Council Listening Session

---

(17% of Pottawattamie County children are being raised by non-parent custodians)

1. Little things like Christmas gifts would help those who are raising others' children.
2. Support groups would be helpful to non-parent custodians.

### **Various Topics:**

- Affordable transportation options beyond those available from Southwest Iowa Transportation Authority ("SWITA").
- Housing assistance is needed.
- Including re-sizing from larger family homes to smaller cottages or apartments.
- Dental care is an issue because Medicare doesn't cover dental services. There is a two year waiting list. (Suggested contacting AllCare)
- Impact: CB Housing Trust Fund emerged from HSAC Housing Committee.
- Affordable, long-distance transportation options from Omaha now include Megabus.com (to Des Moines, Chicago, KC, beyond).
- CountyConnection.org needs updating.
- A house (home setting) for supervised parent-visits would be very welcome as an alternative to the current office setting.
- Lifelong learning needs include adult (re)training, new technologies, perhaps subsidized apprenticeships.
- Family stability is key, including income stability. All issues converge at the family-level. Many families fall short of the means-tested threshold and go without needed services. Once stabilized, people and families can move to self-sufficiency with help and a plan. Start-up funding from IWF for innovative practices is essential.
- Bicycles are an affordable, individual transportation option, and much needed.

# EXECUTIVE SUMMARY (cont'd)

## Human Services Advisory Council Listening Session

---

- Quality, affordable housing is needed for all ages and circumstances
  1. Middle income residents, too.
  2. Financial assistance for major repairs (for lower income homeowners).
  3. Relieving financial stress improves health and reduces violence, esp. domestic violence.
  
- Generally speaking some organizations could take start-up costs of projects out of their endowments, no longer able to do so.

# EXECUTIVE SUMMARY

## Mental Health Leaders' Listening Session

---

**June 6, 2013**

### In attendance:

Nancy Schulze – Heartland Family  
Beth Morrisette – Pottawattamie County Network  
Lora Cobbs – Jennie Edmundson  
Steve Spelic – Alegent  
Stu DeLaCastro – Pott. Co. Jail  
Suzanne Watson – Pottawattamie County

### IWF Staff:

Deb Debbaut  
Pete Tulipana

- \* Network
- \* Children's mental health has always struggled
- \* It's been a huge benefit to have the network in place
- \* Keep the Network, it's important! – the network provides collaboration "filling the gaps"
- \* The state does not have adequate resources for emergency psychiatric care
- \* Multiplied when you talk about the availability of these services to kids
- \* Detox in jail
- \* No supportive services
- \*\*\*Children's mental health – is a preventive way to address
- \* Denver has a trial program
- \* Prioritizing chronic people who are parents so we can get to the children
- \* Urgent Emergent Access
- \* School
- \* Workplace – can't pass the drug test
- \* Most don't meet the care for admission to the hospital and spend 6-8 hours in the ER
- \* Folks are detoxing at Family Works
- \* Residential program is lacking
- \* Stakeholders feel the network is important; why are they not contributing?
- \* Crisis Response team is under Heartland Family Service
- \* The ACT program has specific criteria but it has a waiting list
- \* How do we help kids get out of the system – you have to also engage the family
- \* **Important issues:** Network, Prevention and working with kids