

LIAISON REPORT

AGENCY: MICA **LIAISONS: Lisa McCoy, Emily Tosoni, Sue Draper**
Visit Date: 10-14-16

1. Need for Program. Describe who the target population is and whether their numbers are increasing or decreasing. Indicate the source of this information. Also, indicate how the program/service is different and how it is similar to others and what would happen if the program/service ceased to exist. List the priorities established by ASSET Funders, which the programming addresses.

We visited with Gloria and Clarisa. MICA's multiple, long standing services are critical to this community in providing low income families assistance. It is important to provide preventative/restorative dental care to the uninsured & underinsured in Story County.

2. Program Strengths. Pick two to four factors that contribute most importantly to the program/service outcomes. Do not list everything that is satisfactory. We will assume that things not mentioned are okay. For each strength describe some supporting evidence.

The Dental Clinic is a one of a kind in central Iowa. The major strength is the consistency of a full time dentist, Dr. Walker, who is so dedicated to serving his patients. The equipment has been upgraded the last 2-3 years with support from many private donations and United Way. They also stated that 78% of people who visit the dental clinic are from Story County. 20% from Boone.

The Emergency Food Pantry is the only pantry in Story County that is accessible Monday-Friday with fresh bread and fresh fruit donate by local farmers and businesses. They utilize the Food Bank of Iowa that enables them to purchase items at such a discounted rate although they have to travel to Des Moines to purchase these items.

3. Program Weaknesses. Select factors that detract most from the program/service achieving its outcomes. Present details as described above. Recommendations for reducing these weaknesses should follow the discussion of each weakness.

The Step to Step program struggled with staffing issues previously but they indicated they are fully staffed currently (Good News). This program funds crisis intervention services that help people experiencing emergency needs and is designed to help families meet their goals and develop ways to overcome barriers. What they could use now is cash from Funders to assist with operating expenses.

A couple other challenges they noted were transportation and assessments for clients.

U of I would like to partner with Dental Clinic and send students in to train as Dentists but cannot find housing for students and that is part of U of I's requirements.

4. Financial Outlook. Current funding concerns should be described. In addition, the assessment of the program's plan to cope with shrinking resources should be given.

It seems like operating expenses is a challenge with all the programs that ASSET funds.

They will be asking for more money this year. For example, the Food Pantry can easily buy food from the Des Moines Food Pantry much cheaper than the intake of donations

here so what they really could use more is cash from Funders for the fixed costs of their buildings.

They are also in need of development (marketing) funding. Example was to have a marketing plan for all local Dentists to know about clinic and send the Dental Clinic support money for the special services provided.

In last year, the Dental Clinic needed to take ¼ of the CSBG (Community Service Block Grant \$460K) financing that was supposed to be ear marked for community services and they would like right this. Grantors prefer to buy equipment and not give cash for operating.

5. Internal Management Practices. Summarize your assessment of the management of the agency, and the role of the Board. If there are deficiencies, details should be provided. Conclude with recommendations when appropriate.

On the community health services side, improved computer systems and the data to educate their Funders is needed. They would like help with better reports & data.

Co-location would be considered if opportunity arose into one building to work even closer together in serving their families. To integrate the MICA services where they can to become more efficient & mindful of resources.

They are working with United Way to get more name recognition of the Dental Clinic out in the community.

For future changes, they are also looking at growing the Boone family users.

6. Agency Suggestions/Comments. Make note of any suggestions, comments or questions agencies may have with regard to the ASSET process, budget forms and or anything else that relates to the process.

See #4

GENERAL ASSESSMENT:

Great programs. Staff are very passionate about their jobs and MICA services are very much needed for our community to help low-income families rise out of poverty.

Like how they are looking forward with a vision to collaborate & educate more in the community with organizations (i.e.) senior oral health with Heartland.