

# **Reducing Administrative Burdens for Families in Need**

**University of Iowa  
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# Acknowledgements

## **Pathfinders RC&D**

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## **Iowa Initiative for Sustainable Communities**

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## **Public Policy & Persuasion – Rural Resource Guide**

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# Project Overview

Our project seeks to reduce administrative burdens and streamline access to services within Pathfinders core service areas through four main deliverables.

1. Southeastern Iowa Electronic Resource Finder (SIRF)
2. Phone Script
3. Zoominar
4. Survey Findings



# Problem Statement

While there are numerous services available to assist families and individuals in need, many struggle to locate and access them due to complex application processes, lack of clear guidance, and siloed administrative systems.

# What are Administrative Burdens?

- Administrative rules or red tape that slow or inhibit service delivery to individuals
- Decreases efficiency in service delivery for providers
- 3 Types of Burdens:
  - **Learning Costs**
  - **Psychological Costs**
  - **Compliance Costs**



# Pathfinders RC&D



A 501(c)(3) organization which provides project development services to help individuals and groups be successful in their community initiatives.



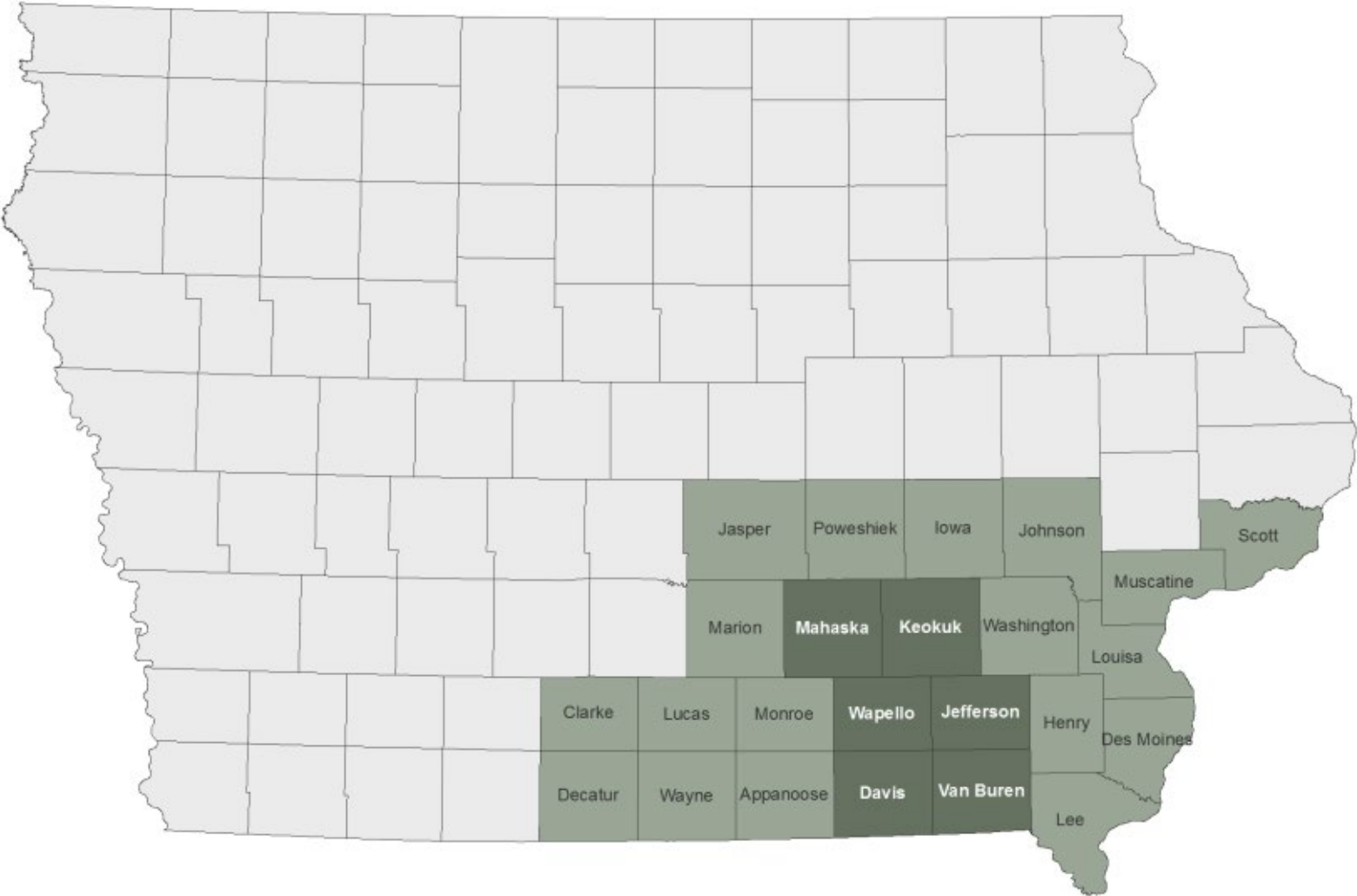
**Mission:** To create vibrant communities by strengthening local economies and encouraging natural resource conservation.



**Vision:** An Iowa where communities have distinct identities and enhance the natural and built landscapes to create thriving hubs of economic activity and provide a high quality of life to residents.

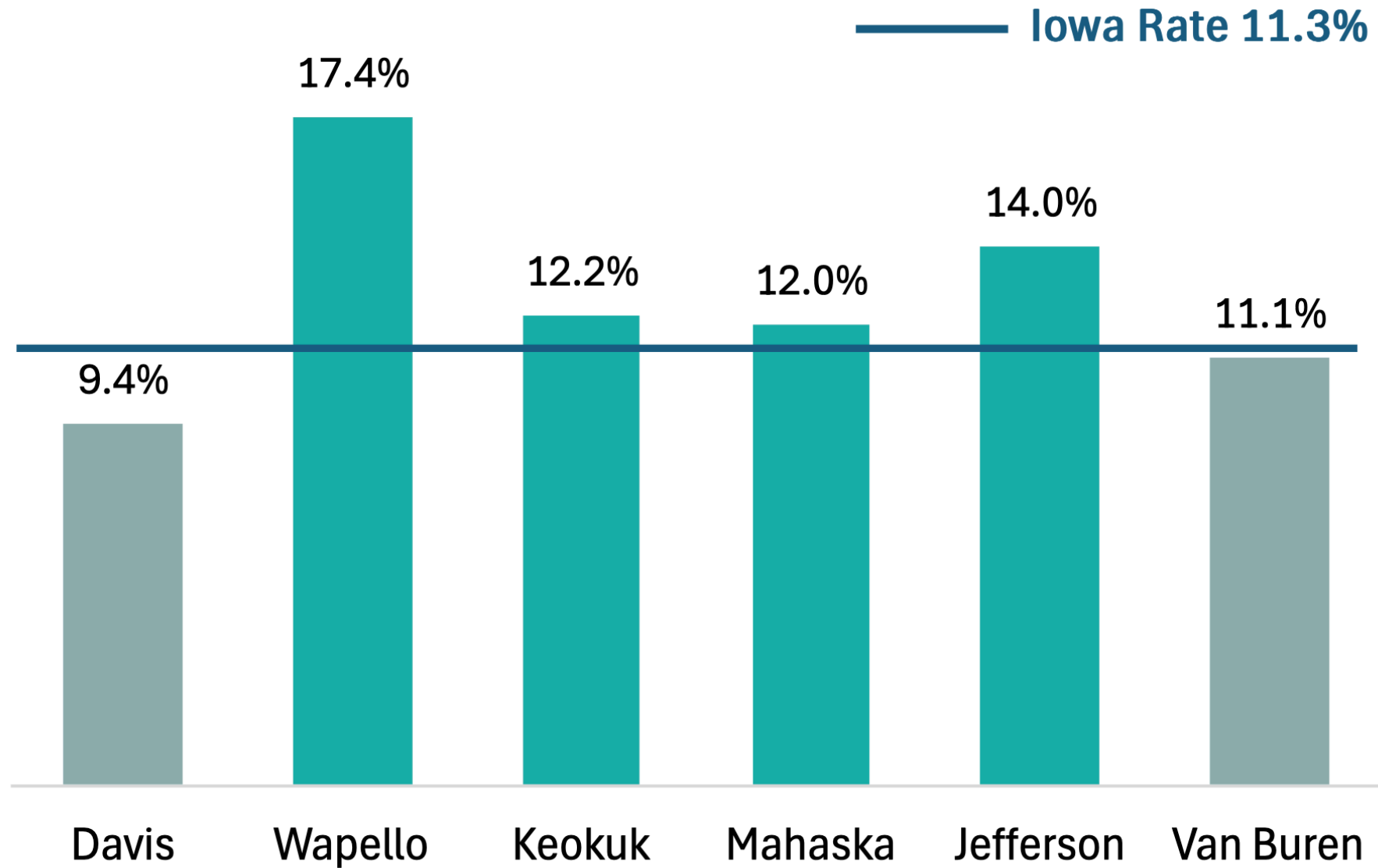
# Pathfinders RC&D Service Areas

- Core
- Secondary





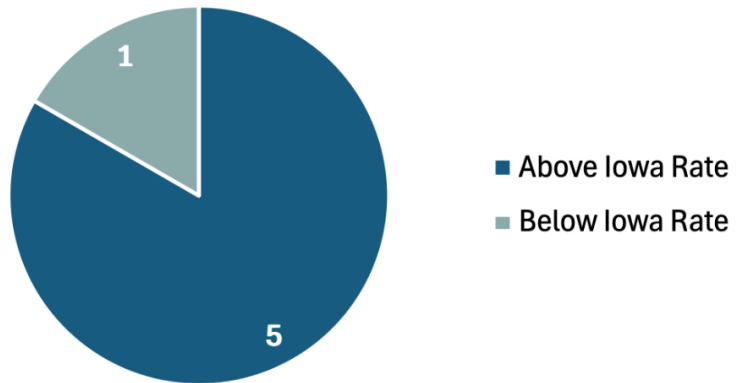
## Poverty Rate by County



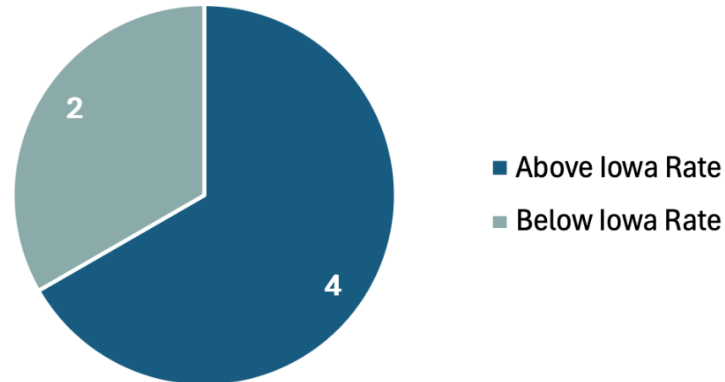
Data Source: U.S Census Bureau 2022 ACS 5-Year Estimates

# Community Profile

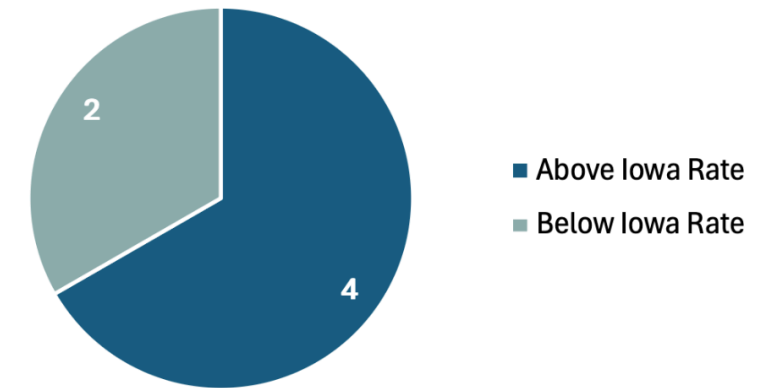
Disability



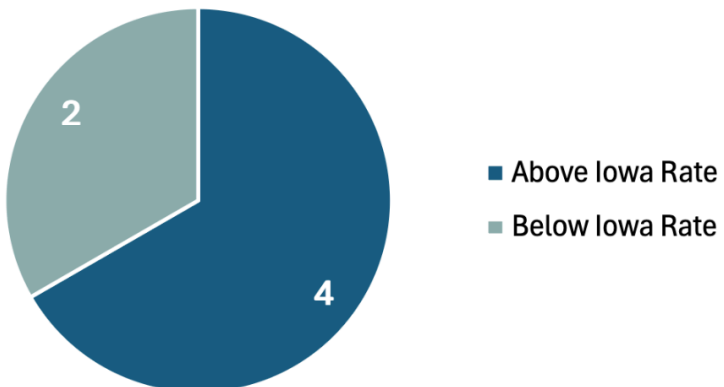
Uninsured Status



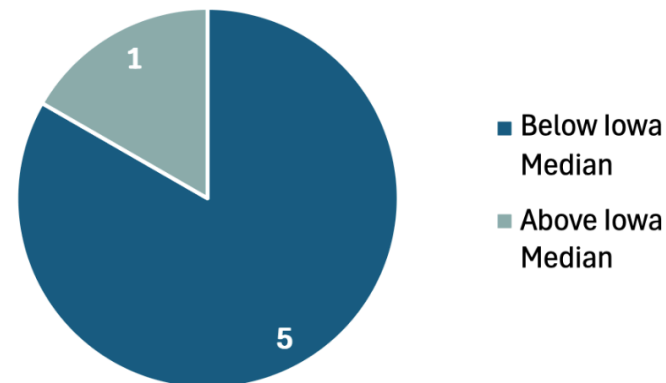
Non English Language Spoken at Home



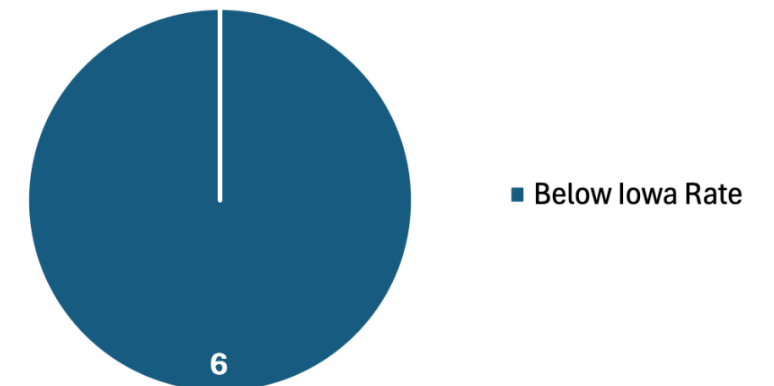
Age 65+



Median Household Income



Employment



# **Deliverable 1: Southeastern Iowa Electronic Resource Finder (SIRF)**



The Southeastern Iowa Electronic Resource Finder (SIRF) is a tool designed to help providers quickly locate and recommend services.

- Streamlines the search process
- Leverages a network of expertise
- Ultimately reduces administrative burdens



**Sieda Community Action Neighborhood Center ([www.sieda.org](http://www.sieda.org))**

404 Dodge St., Keosauqua, IA 52565 ..... 319-293-3722

**Sieda Community Action FaDSS Program ([www.sieda.org](http://www.sieda.org))**

906 Dodge St, Keosauqua-52565 ..... 319-293-3722

725 West 2<sup>nd</sup> St., Ottumwa, IA, 52501 ..... 800-622-8340

Strength based, family driven, in-home case management designed to help get families off public assistance.

**Sieda Community Action Behavioral Health and Treatment Services- (<http://sieda.org>)**

201 S 23rd St., Fairfield, IA 52556 ..... 641-472-5834

Counselor available-call for appointment. Can be seen at Van Buren County Courthouse in Keosauqua. Other services offered: Community Assistance, Alternative Activities for Youth, Awareness Campaigns, and Education/Curriculum Services, Drug Free Workplace Training, First- Time Teen Offender Classes, OWI Education Classes, and Information Programs.

**Sieda Community Action ([www.sieda.org](http://www.sieda.org))**

Van Buren County Neighborhood Center

Courthouse, 906 Dodge St., Keosauqua, IA 52565 ..... 319-293-3722

Alternate Number for Davis Co. Office..... 641-664-1911

226 West Main St., PO Box 658, Ottumwa, IA 52501 ..... 641-682-8741

Toll free..... 800-622-8340

Hours are Tu/We 8:45-11:30 and 12:30-3:45 (Oct-April) OR Tu 9:30-11:30 and 12:20-3:30 (May- Sept)

**Christmas for Kids:** apply at the Keosauqua office. Must meet income guidelines. Child Development/Head Start: Center-Based preschool meets (4) days per week, nutritious meals/snacks, health screenings, field trips, referrals, literacy/education needs, services/referrals for children with special needs, limited transportation provided. Must meet income guidelines or special needs criteria. Behavioral Health & Treatment Services (See Substance Abuse) Housing Stabilization (See Housing) Resource Center: Information & application for any SIEDA program including: LiHEAP (heat assistance), weatherization, utility bill assistance, budget counseling. Also information & referral to other service agencies. FaDSS (Family Development & Self-Sufficiency) – a trained family development specialist works intensively with families to stabilize and assist them to become self-sufficient. Work is done in-home through regular visits. Tools used are assessments, goal setting activities, support, advocacy, group meetings, special needs assistance and referrals to community resources. (201 S. 23rd Street, Fairfield, IA 52556 Ph. (641)-799-8658)

**Southeast Iowa Economic Development Association (SIEDA)**

725 West Second Street, Ottumwa

641.682.8741

A private, nonprofit corporation working to address the causes and conditions of poverty.

❖ Education

- Family Development & Self Sufficiency (FaDSS)
- Gambling Prevention
- Head Start
  - Parenting Workshops
- Maternal Infant Early Childhood Home Visit Program
- Parents as Teachers
- Prevention & Substance Abuse Education
- OWI Class

❖ Economic Support

- Diaper Pantry
- Home Energy Assistance
- Neighborhood Resource Centers
- Weatherization

❖ Health & Well-being

- Behavioral Health & Treatment Services – 641.683.6747
- Child & Adult Care Food Program
- Integrated Alcohol & Drug/Mental Health Services
- Medication Assisted Treatment (MAT)
- Mental Health Counseling
- Problem Gambling Treatment Services
- Sieda Seeds of Hope



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	A	B	C	D	E	F	G	H	I	J
1	Organization	Name of Program	City	What jurisdiction is served?	County	Services Provided	Hours of Operation	Physical Address	Phone Number	Website
77	Ezra Free Clinic		Oskaloosa	Mahaska	Mahaska	Business, Student Physical, Employment Physical, Blood Pressure Testing, Chronic Disease Management, Prescription Assistance Fairfield Cares, Inc. is a local 501(c)(3) non-profit organization. Connecting those in need to volunteers, helps finding the right professional services, promoting affordable group housing. Cosmetic dentistry, Lumineers, porcelain veneers, teeth whitening, preventive dentistry, amalgam or composite, fillings, children's dentistry, crowns and bridges, flouride and sealants, removable appliances, oral surgery, dental implants, root canals.	9:30-7:30pm on the 2nd & 4th Tuesday of every month; Patient Registration - 5:30-6:30pm	Love INC of Mahaska County, 408 S 11th St, Oskaloosa, IA 52577	641-676-3750	<a href="https://www.fairfield.org/clinics/ezra-free-clinic/">https://www.fairfield.org/clinics/ezra-free-clinic/</a>
78	Fairfield Cares	Senior care services	Fairfield	Jefferson	Jefferson			2197 236th Blvd, Fairfield, IA 52556	641-451-9978	<a href="https://fairfieldcares.net/">https://fairfieldcares.net/</a>
79	Fairfield Dental Clinic		Fairfield	Jefferson	Jefferson			51 W Adams Ave #1, Fairfield, IA 52556	641-472-3158	<a href="https://fairfielddentalclinic.com">https://fairfielddentalclinic.com</a>
80	Family Crisis Center	Family Crisis Center		Jasper, Jetterson, Keokuk, Lucas, Mahaska, Marion, Monroe, Poweshiek, Wapello, and Wayne	multi-county	Provides safety and advocacy to victims of Intimate Partner Violence Sigourney medical Clinic provides quality healthcare to infants, children, adolescents, adults, and geriatrics. Our providers also care for those in nursing home facilities. Sigourney		1014 N Elm St, Ottumwa, IA 52501	800-464-8340 or 800-270-1620 for the Sexual Assault Crisis Line	<a href="https://familycrisiscenteriowa.org">https://familycrisiscenteriowa.org</a>
81										<a href="https://www.k...">https://www.k...</a>



Find address or place



County is

- All -

Apply

Cancel

Select county/location filter from dropdown, then click "apply"

### Filter services with toggles:

Hide services that require eligibility determination



Disability



Healthcare



Education, Family, and Children



Housing



Employment, Jobs, Training



Legal Services



Food



Senior Services



Government Services



Veteran Services



### List of Services (scroll through to see)



#### Addington Place of Fairfield

Assisted living and memory care community that provides person-centered holistic care to residents.

#### Aging and Disability Resource Centers (ADRCs)

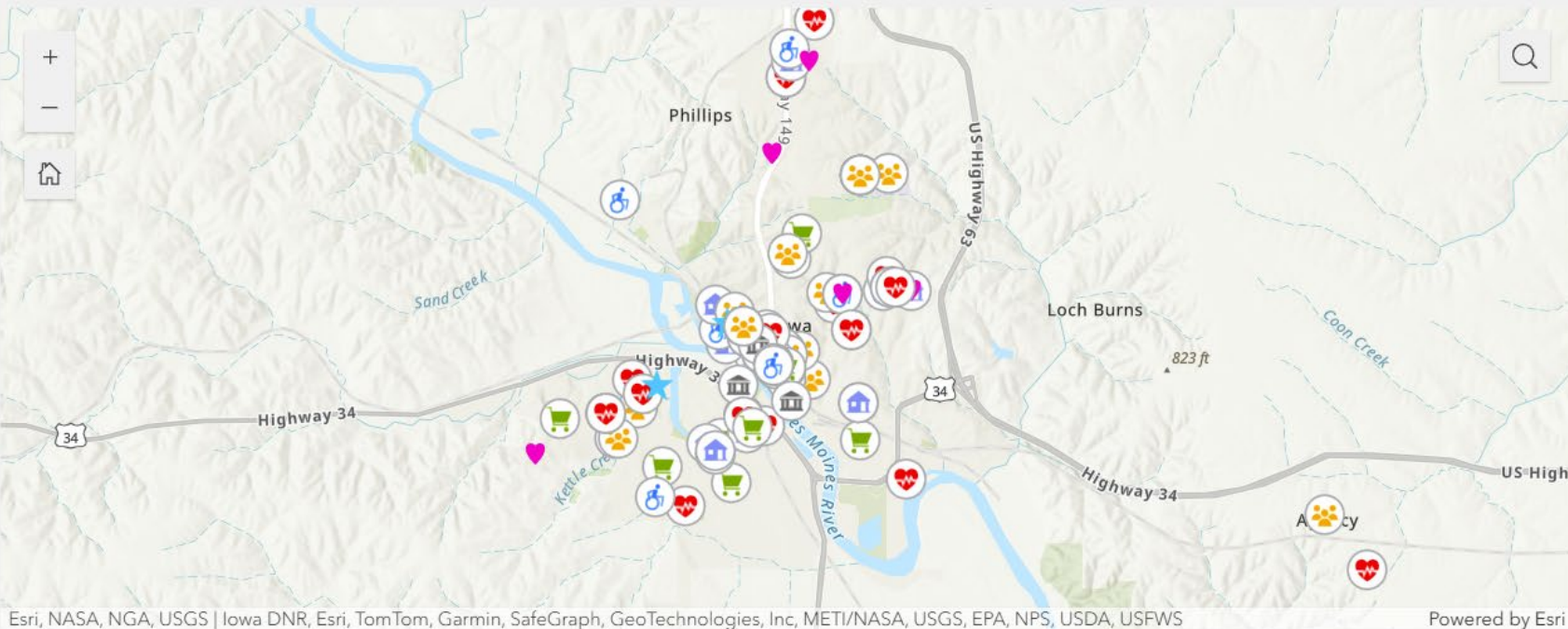
Resources for older Iowans, adults with disabilities, veterans, and caregivers.

Select a service from the list above to read it's available information:

< 9 of 775 >



OBJECTID	9
Organization	Aging and Disability Resource Centers (ADRCs)
Name of Program	
What jurisdiction is served?	
County	statewide
Services Provided	Resources for older Iowans, adults with disabilities, veterans, and caregivers.
Hours of Operation	



The information on this map may be incorrect as organizational information changes over time. If you find a provider's information (phone, address, etc) to be incorrect, please reach out to [Pathfinders RC&D](#).

# **Deliverable 2: Phone Script**

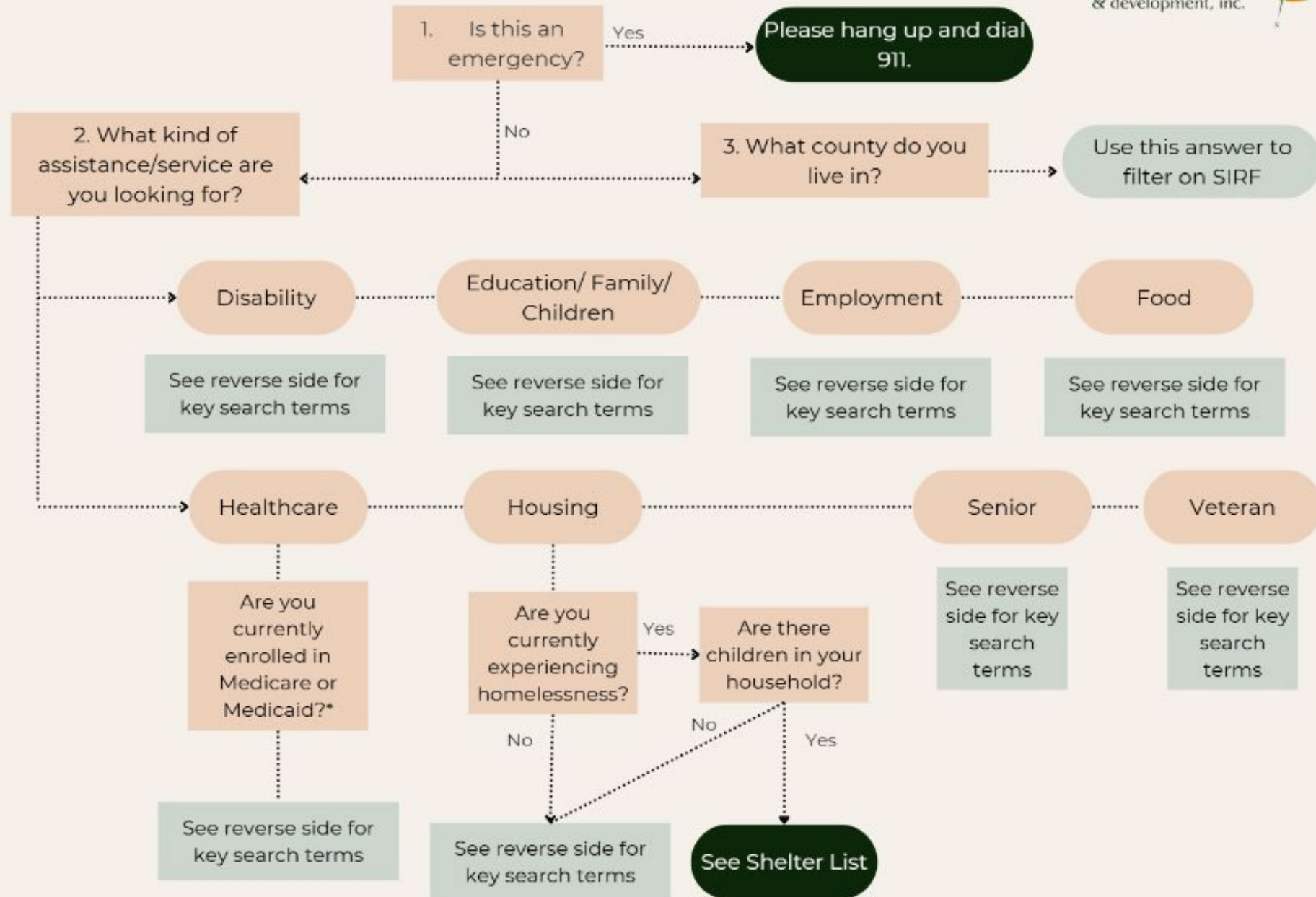


Navigation guide to help providers utilize SIRF

- Input information into Electronic Resource Finder to refer clients to appropriate resources by using key word searches.



# SIRF NAVIGATION GUIDE





## Disability

**Key Words:**  
Autism, Day  
Habilitation, Down  
Syndrome, In-Home  
Care, Independent  
Living, Supported  
Living, Respite,  
Vocational Training

## Education/ Family/Children

**Key Words:**  
After School  
Program, Foster  
Care, Daycare,  
School, WIC

## Employment

**Key Words:**  
Job, Interview,  
Resume,  
Training

## Food

**Key Words:**  
Bank, EBT, Food  
Stamps,  
Groceries,  
Meals, SNAP,  
Stamps

## Housing

**Key Words:**  
Apartment,  
Homelessness,  
Housing  
Voucher, Rent,  
Unhoused, Utility  
\*See other  
categories for  
Senior or  
Disabled housing

## Healthcare

**Key Words:**  
Addiction, Alcohol,  
Counseling Dental,  
Doctor, Drugs,  
Emergency Room,  
Hospital, Medicare,  
Medicaid, Mental  
Health, Physical,  
Prescription, Recovery,  
Rehab, Therapist,  
Treatment, Vision

## Senior

**Key Words:**  
Job,  
Interview,  
Resume,  
Training

## Veteran

**Key Words:**  
VA, Veteran's  
Administration,  
Veteran's Affairs

\*SIRF includes healthcare providers  
who do and do not accept Medicare  
and Medicaid

## Shelter List

### **American Home Finding Association**

*Wapello*

Emergency shelter care for  
adolescents and girls  
(641) 682-3449

### **Crisis Center**

*Wapello*

Domestic Violence Confidential  
Shelter  
(641) 683-1750

### **DVIP**

*Keokuk, Van Buren*

Domestic Violence Confidential  
Shelter  
(800) 373-1043

### **Emergency Shelter Care**

(641) 937-5415

### **Iowa Domestic Abuse Hotline**

*Davis, Jefferson, Keokuk,  
Mahaska, Wapello*

(800) 464-8340

### **Rolling Hills Housing Coalition**

*Statewide*

Re-housing program  
(515) 284-5719

### **Sexual Assault Crisis Line**

(800) 270-1620

### **Whatsoever You Do, Inc**

*(Wapello)*

(641) 226-7684

## **Deliverable 3: Zoominar**

In April, the MPA Capstone Team hosted a brief webinar on Zoom open to providers.

- We provided an overview of our project, gave a preview of SIRF, and shared our surveys.

The Zoominar provided key feedback for us to think about as we finish SIRF.

## **Deliverable 4: Survey Data**

We surveyed providers and clients to better understand the obstacles in service provision.

We hope providers will use our survey data to establish clear goals and objectives related to how the clients perceive their administrative burdens to be.

# Client Survey Findings

*(5 responses currently)*

**Biggest Challenge:** "Actually knowing what was available out there. This hard especially for someone who has never done this before."

**Positive Experience:** "I spoke with someone regarding heating assistance and they helped me over the phone."

## **Negative Experiences:**

- "Not everyone can read, so makes it difficult. Time consuming."
- "I tried reaching out for mental health services and was turned down because I didn't have the right requirements for it."
- "I was told I would have to come into the office. Ever since Covid, I do not like to do that. My husband died of Covid."

**Changes:** "MUCH more transparent to those of us who do not have a clue where to begin. The ability to fill out forms online and email them back."

# Provider Survey Findings

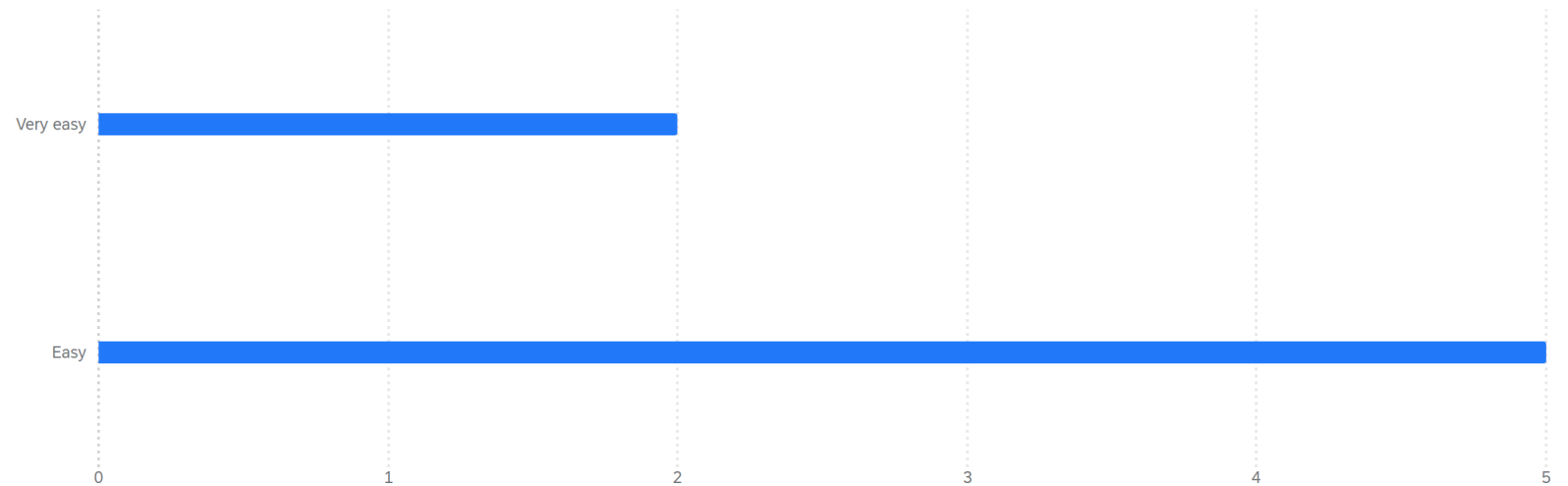
*(7 responses currently)*

**Biggest Challenges:** Finding information about a provider; Transportation

**Suggestions for improvement:**

- Streamline enrollment for multiple agencies.
- One central location for multiple services.
- Being connected with their families and communities
- Have Medicaid actually pay providers so they will accept patients.

How easy is it for individuals to find your agency's services? 7 ⓘ



# **Recommendation 1: Establish Working Coalition**

- Ensure sustainability and maintenance of deliverables
- Increase cross-agency collaborations

## **Recommendation 2: Utilize Electronic Resource Finder**

- Utilize the Electronic Resource Finder and Phone Script to streamline access to existing resources.
- Fund a graduate assistantship through IISC to maintain the resource database and GIS Experiences



**Thank You**  
Questions?

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