



# IOWA DEPARTMENT OF HUMAN RIGHTS



FY 2020 ANNUAL REPORT

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# Agency Overview

## MISSION

The Iowa Department of Human Rights is a state agency with a mission to ensure basic rights, freedoms, and opportunities for all by empowering underrepresented Iowans and eliminating economic, social, and cultural barriers. We help individuals attain economic independence by ensuring access to government services and advancing educational achievement and entrepreneurial success consistent with their aspirations.

## VISION

The Iowa Department of Human Rights is the results-oriented leader in creating a more inclusive and productive Iowa where a society of economically independent individuals are engaged citizens, contributing to the improvement of their communities.

## PURPOSE STATEMENT

The Iowa Department of Human Rights will advocate for underrepresented Iowans and foster hope within our communities by educating individuals, businesses and government entities about the needs, rights and responsibilities of all Iowans. As a state agency, we have a special responsibility to ensure accessibility to government in order to improve Iowans' quality of life.

## STATUTORY PROVISION

Iowa Code Chapter 216A outlines the structure and duties of the department.

# Organizational Chart



## Message from Director

This year, as we submit the Iowa Department of Human Rights' FY2020 Annual Report, we continue to battle the unprecedented COVID-19 public health crisis. The pandemic has affected many aspects of life for Iowa residents, communities, and businesses. As the situation rapidly evolved, DHR pivoted and adapted its operations and programs in order to ensure the health and safety of our staff, partners, and Iowans. Although our office did not accept visitors, our staff worked remotely and continued to serve Iowans.

The work that we do is more important than ever. While COVID-19 does not discriminate by race or income, it amplifies the risks and disproportionate impacts on underserved communities who experienced challenges before the pandemic. We continue to work alongside our partners to provide vital support to our communities through advocacy, service, and communications.

I would like to thank our staff, boards/commissions/councils, and our partners that help us remain steadfast to serve the needs of underserved Iowans who are at the heart of our mission.

We hope that Iowans remain healthy and safe, and we look forward to emerging from the pandemic stronger than before.

Sincerely,

San Wong, Director  
Iowa Department of Human Rights

# Executive Summary

This Annual Report is being submitted pursuant to Iowa Code Section 216A.2(h), covering the Department of Human Rights' activities and operations for FY2020. Highlights of this report include the impact the Department has made in helping lowans attain self-sufficiency, connecting them to government and their community, and ensuring public safety.

## **Increasing Self-Sufficiency**

We help lowans achieve self-sufficiency by empowering them to improve their work skills, further their education, increase income, set career goals, and overcome barriers to success.

- \$5,500,240 of combined total wages earned by participants of the Family Development and Self-Sufficiency Program (FaDSS) resulted in savings to the state's Family Investment Program (FIP) totaling \$758,022.
- 604 families were involved in activities designed to increase work preparedness skills.
- 1,014 homes were weatherized in Program Year 2019.

## **Increasing Access and Community Connections**

We help Iowa become more equitable, just, accessible, and inclusive by concentrating on these areas of need: access to government, civic and community engagement, and youth leadership.

- 3,200 lowans were connected to the right services in government to achieve their goals
- People who speak 13 different languages were provided with access to crucial health and safety information
- 100% Youth leaders enrolled in post-secondary education
- 730 lowans were trained on voting or civic engagement
- 487 Businesses and government organizations were assisted to better serve more diverse customers and employees

## **Improving Criminal and Juvenile Justice**

We help state and local officials and practitioners identify issues and improve the criminal and juvenile justice systems through research, data, policy analysis, comprehensive planning, and grant administration.

- Performed approximately 400,000 criminal justice information exchanges per month.
- Operationalized the Juvenile Detention Screening Tool (DST) in partnership with the Judicial Branch.
- Oversaw improvements of the statewide juvenile justice reentry system, with strategies to improve family engagement and enhancing community-based supports for youth.

# Division of Community Action Agencies



**INCREASING  
SELF-SUFFICIENCY**

The Division of Community Action Agencies (DCAA) provides resources and opportunities to strengthen communities and empower lowans to become self-sufficient.

Iowa has a network of 17 community action agencies across the state. Community action agencies are private, nonprofit and public organizations that create, coordinate, and deliver an array of comprehensive programs and services to people living in poverty. These programs and services reduce conditions of poverty, revitalize communities, and enable low- income families and low-income individuals to secure opportunities needed for them to become self-sufficient. They are governed by a uniquely structured tri-partite volunteer board of directors, comprised equally of elected public officials, private sector representatives, and low-income representatives. This structure is designed to promote the participation of the entire community in assessing local needs and attacking the causes and conditions of poverty.

In Federal Fiscal Year (FFY) 2019, Iowa community action agencies:

- assisted over 121,000 families and 300,000 individuals;
- administered over \$205 million in federal, state, local, and private funding;
- received over \$24 million in government and business in-kind services and donated items;
- partnered with over 5,600 public and private organizations that provide programs and services to low-income lowans; and
- were assisted by over 11,000 volunteers who contributed over 353,000 hours of service and support to their local communities.

The Division of Community Action Agencies (DCAA) is the focal point for community action agency activities within Iowa government. The DCAA develops and expands the capacity at the community level to assist families and individuals to achieve economic and social self-sufficiency and to ensure that the basic needs of Iowa's low-income population are met.

The DCAA administers four anti-poverty programs:

- Community Services Block Grant Program (CSBG)
- Weatherization Assistance Program (WAP)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Family Development and Self-Sufficiency Program (FaDSS)

## **Community Services Block Grant Program (CSBG)**

The Community Services Block Grant Program (CSBG) is funded by the U.S. Department of Health and Human Services. These federal funds are distributed to Iowa's 17 community action agencies, which create, coordinate, and deliver many programs and services to low-income Iowans. The CSBG funds the central management and core activities of these agencies. The agencies use the funds to mobilize additional public and private resources to combat the central causes of poverty in their communities and to assist low-income individuals to achieve self-sufficiency and ensure their basic needs are met. In FFY2019, Iowa's CSBG funding was over \$7.7 million.

Iowa's community action agencies provide the following activities to help low-income Iowans:

- Remove obstacles and solve problems that block the achievement of self-sufficiency
- Secure and retain meaningful employment
- Attain an adequate education
- Make better use of available income
- Obtain and maintain adequate housing and a suitable living environment
- Obtain emergency assistance to meet the immediate and urgent family needs
- Achieve greater participation in the affairs of communities
- Address the needs of youth in low-income communities

### **CARES Act Funding**

DCAA received \$10.8 million in Community Services Block Grant (CSBG) funding to support local community action agency plans to address the effects of the Covid-19 pandemic. Local agencies were required to submit plans to DCAA for the use of the funds. The most common uses of the funds have included support of food initiatives, food banks, meal delivery, utility and rent assistance, and well-elderly checks.

### **Federal CSBG Disaster Funding**

DCAA applied for and received special federal CSBG disaster relief funding approved by Congress in 2019. That legislation included \$25 million in CSBG funding for states affected by hurricanes, wildfires, flooding, and tornadoes in 2018 and 2019. Iowa received \$160,000 for ten affected counties in Iowa in southwest and southeast Iowa. The funds are being used by local community action agencies to assist households affected by the flooding those years with home repairs, utility, rent, and food assistance.

## Weatherization Assistance Program

The Division of Community Action Agencies administers the federal Weatherization Assistance Program—the nation’s largest residential energy efficiency program. The program reduces the burden of energy costs for low-income families by improving the energy efficiency of their homes and ensuring their health and safety of the residents, particularly the elderly, disabled, and families with children.

In PY 2019, the DCAA received \$5.6 million from U.S. Department of Energy, \$8.2 million from LIHEAP, and \$3.4 million from the investor-owned utility companies.

In Program Year (PY) 2019, 1,014 Iowa homes were weatherized.

Professionally trained technicians in the program use a computerized energy audit to determine the most appropriate and cost-effective energy-saving measures that should be applied to the house. Typical measures include sealing air leaks, installing insulation in attics, walls, and crawlspaces, tuning and upgrading heating systems, and installing low-cost energy conservation measures.

Technicians also conduct checks on every home weatherized to ensure the health and safety of families. This consists of inspecting all combustion appliances for carbon monoxide and for the proper venting of gases. Unsafe furnaces are repaired or replaced. Homes are also inspected for other issues such as mold and unsafe electrical wiring. Carbon monoxide detectors and smoke detectors are installed in all homes.

Homes weatherized in PY 2018 saved an average of \$258 in first-year fuel bill costs. In addition to the benefits of reducing energy use and ameliorating many health and safety problems in the homes, the program also:

- Provides households with education in energy-saving practices
- Increases the comfort in the homes that are weatherized
- Reduces the nation’s dependence on foreign oil
- Reduces carbon emissions and other air pollutants
- Preserves housing stock for low-income households



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

The Division of Community Action Agencies administers the federally funded Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP is designed to assist qualifying low-income households in the payment of a portion of their winter heating costs, and to encourage energy conservation through client education and weatherization. All households applying for LIHEAP are simultaneously making application for weatherization assistance.

LIHEAP payments are weighted to award higher benefits to targeted households. These households include the elderly, disabled, working poor, and households with children under six years of age. Additionally, benefits are weighted to account for a household's level of poverty. Households certified eligible for LIHEAP (those at or below 175% of the Federal Poverty Guidelines) are protected from disconnection of gas or electric service from November 1 until April 1 under Iowa's winter moratorium law.

Beyond regular assistance payments, LIHEAP has two additional components: Assessment and Resolution and the Emergency Crisis Intervention Program (ECIP). Activities covered under the Assessment and Resolution component include delivering client energy conservation education, referral to outside services, family needs assessment, budget counseling, vendor negotiation, household energy use assessment, household energy use planning, and low-cost energy efficiency measures.

The ECIP component of LIHEAP provides immediate assistance to alleviate life-threatening situations. Assistance payments are made for repair or replacement of a furnace or heating system, obtaining temporary shelter, purchase of blankets and/or heaters, emergency fuel deliveries, purchasing or repairing air conditioning equipment when medically necessary, purchasing fans, and transporting clients to cooling centers during times of extreme heat.

### FFY 2020 LIHEAP Facts and Figures

- LIHEAP program provided assistance to 81,875 Iowa households.
- Iowa received \$55.3 million in federal funds.
- The average statewide LIHEAP benefit was \$460.
- 98% of households assisted by LIHEAP do NOT receive Temporary Assistance to Needy Families (TANF) assistance.
- 66% of households assisted live in single family homes.
- 57% of households assisted are below 100% of the federal poverty level.
- 54% of households assisted have a disabled member.
- 36% of households assisted have an elderly household member.

DCAA also received \$4.2 million in CARES Act supplemental Low-Income Home Energy Assistance Program (LIHEAP) funds. The funds are being utilized by local agencies for crisis assistance for families facing utility disconnection.

## Family Development and Self-Sufficiency (FaDSS)

Iowa's Family Development and Self-Sufficiency (FaDSS) grant program was created by the 1988 Iowa General Assembly to assist Family Investment Program (FIP) families with significant or multiple barriers reach self-sufficiency. FaDSS provides services that promote, empower, and nurture families toward stability and economic self-sufficiency. The foundation of FaDSS is regular home visits with families using a strength-based approach.

The FaDSS Council serves as an advisory body and awards grants for the FaDSS program. The Council consists of fourteen members and two members from each chamber of the general assembly serving as ex-officio members. The Council meets at least four times per year.

FaDSS is provided in all of Iowa's 99 counties through a network of 17 agencies (community action agencies and other public and private non-profit organizations) with approximately 86 Certified Family Development Specialists. Specialists are mandatory child abuse reporters, and subject to criminal and child abuse background checks. Over 90% of specialists and supervisors have a post-secondary degree and are required to complete ten hours of additional training each year.

FaDSS is an evidenced-based, holistic, strength-based, home visiting program that focuses on preventive services and facilitates long-term family change for families receiving FIP benefits.

During PY 2020, FaDSS was funded through an appropriation of \$6,192,834 in Temporary Assistance to Needy Families (TANF) and State of Iowa general funds. In addition, estimated local and in-kind funds of \$1,522,607 were provided to supplement FaDSS services.

The FaDSS program provides:

- Activities to increase work preparedness
- Goal setting and goal attainment skills
- Parenting skills development
- Child protection services
- Families with links to informal and formal connections within their community
- Assessment of family strengths
- Budgeting skills development
- Role modeling of healthy behaviors
- Self-advocacy skills development
- Assistance to communities throughout Iowa to respond to low-income families facing multiple issues in a strength-based manner

In PY 2020:

- FaDSS served 2,268 families that included 3,941 individuals and 2,406 children.
- FaDSS families earned total wages of \$5,500,240 resulting in a FIP savings of \$758,022.



## **FaDSS Performance Outcomes-State Fiscal Year (SFY) 2019**

### **Increased Employment**

- 16% of FaDSS households had at least one adult employed at program entry. At exit, 50% of households had at least one adult employed.
- 604 families were involved in activities designed to increase work preparedness skills. These activities, provided by FaDSS, include resume writing, mock interviews, and assistance with completing job applications.

### **Increased Income**

- Families that were employed at exit had an average monthly family income of \$1,322, an increase of \$1,1,24.

### **Decreased Family Investment Program (FIP) Payments**

- At entry, families averaged \$379 in monthly FIP payments. At exit, the average FIP payment for families was \$134, a decrease of \$245.

### **Achievement of Educational Goals**

- 125 adults who exited the FaDSS program achieved major education goals:
  - 20 completed a certification program
  - 41 completed some college courses
  - 52 completed a GED/HS diploma
  - 11 completed an Associate's Degree
  - 11 completed a Bachelor's Degree

### **Increased Access to Services & Treatment: Domestic Violence**

- 110 FaDSS families that exited the program had experienced domestic violence.
- 85% of those families accessed necessary and appropriate assistance. The FaDSS program assisted 70% of families with accessing domestic violence assistance.

### **Increased Access to Services & Treatment: Mental Health**

- 405 adults that exited the program had a substantiated mental health issue.
- 88% of those adults with a mental health barrier accessed treatment. The FaDSS program assisted 88% of adults gaining access to treatment.

### **Increased Access to Treatment: Substance Abuse**

- 137 adults that exited the program had a substantiated substance abuse issue.
- 86% of those adults with a substance abuse barrier accessed treatment. The FaDSS program assisted 78% with gaining access to treatment.

## **Mathematica Evaluation**

The Family Development and Self-Sufficiency (FaDSS) program continues or participation in a national evaluation of family-focused coaching strategies designed to foster family economic self-sufficiency. The three-year evaluation is sponsored by the Office of Program Research and Evaluation at the U.S. Department of Health and Human Services and conducted by Mathematica Policy Research. The study is utilizing random assignment to treatment and control groups in a longitudinal study to measure the impact of FaDSS services.

The enrollment phase is completed, and 863 families are enrolled in the treatment and control groups. Local sites are continuing to submit service and program data into the Mathematica reporting system for families enrolled in the evaluation. Mathematica is now conducting follow-up surveys with program participants to assess the program model implementation. Mathematica is currently working on an implementation report.



## **Two Generation Initiative**

Our Two-Generation Initiative includes five pilot project sites in the state to implement two-generation strategies with targeted populations of families including those experiencing deep poverty, mental health barriers, and attending community college programs, strengthening communication and coordination with IWD/Promise Jobs programs, and designing whole-family focused assessments and services.

This initiative is designed to develop innovative and effective strategies for serving families that consider the needs of parents and children together. The aim of Two-Generation approaches is to improve both family stability and self-sufficiency, while ensuring their children high quality education, child care and health services.

# Division of Community Advocacy and Services



**INCREASING  
ACCESS AND COMMUNITY CONNECTIONS**

## Offices and Commissions

The Division of Community Advocacy and Services contains seven Offices and respective Commissions: Status of African Americans, Asian & Pacific Islander Affairs, Deaf Services, Status of Women, Persons with Disabilities, Native American Affairs, and Latino Affairs.

The Division of Community Advocacy and Services houses the state's central agencies to advocate for populations, coordinate and cooperate with other departments, provide direct assistance to those who request it, coordinate with and assist other public organizations, and serve as an information clearing-house of programs to assist our populations

Commissions are made up of private citizens, appointed by the Governor to study the opportunities for and changing needs of populations, serve as a liaison between the Department of Human Rights and the public, recommend legislative and executive action to the Governor and General Assembly, and establish advisory committees, working groups or other coalitions.

Our goal for an inclusive, equitable and just Iowa is achieved when we connect people to their government and to the state.

Our goals:

1. Civic engagement helps people develop their own capacity to become agents of change.
2. Language and communication access to state and local services removes barriers and makes available the tools for success.
3. Youth engagement builds resourcefulness by developing leadership and improving systems that impact young people.
4. Community connections magnify and elevate the issues, ideas, cultures, and contributions of our communities to improve the way people connect with one another.

In a year of unprecedented disruption, we are pleased to provide this report on progress made toward improving access for Iowans.

At the outset of this year, the Division anticipated delivering a groundbreaking inclusion initiative to bring more people, of more diverse backgrounds, into government. Our stakeholders, Commissioners and other partners established strong goals, and developed key milestones necessary to achieve those goals – all with the vision of building greater diversity of leadership at the appointed levels of government. Planning, in the form of posting Requests for Proposals and job descriptions, were well underway to stay on track with milestones and achieve the outcomes identified.

At the tipping point for action, the COVID-19 pandemic struck and plans required change. It was no longer feasible to center our action on in-person training, marketing, relationship building and travel. While this high-touch approach was determined to be

the best option to reach the vision; a high-touch approach was not an option and would not be for any foreseeable future.

The resulting shifts in programming meant that some goals will be met at a future date. It also meant that new plans, partners and technologies were employed to create the tools and resources you will read about in this report. It is the Division's plan to return to the items left waiting for the end of this health crisis and ensure their success. It is also important to recognize the learning, and achievement, of the work that was done in substitute of the original plans.

### FY2020 Results at a Glance

- 3,200 lowans were connected to the right services in government to achieve their goals
- People who speak 13 different languages were provided with access to crucial health and safety information
- 100% Youth leaders enrolled in post-secondary education
- 730 lowans were trained on voting or civic engagement
- 487 Businesses and government organizations were assisted to better serve more diverse customers and employees
- 7/53 Staff and Commissioners engaged with lowans every day

## Civic Engagement

### Iowa Talent Bank

The Iowa Talent Bank enhances the ability for members of all under-represented populations to be a formal part of the civic decision-making process.

The Talent Bank was launched in December 2019 at <https://talentbank.iowa.gov>, and has been used by the Governor's Office and Senate for all appointments starting with the 2020 Calendar year legislative session. It allows any Iowan to examine how and where they can serve on appointed government boards and commissions, and communicate their interests and qualifications. This innovative tool also allows government officials to easily connect with those individuals who have interests and talents needed on local boards and commissions. The Talent Bank currently includes more than 11,830 individuals who have completed profiles, and serves the appointment process for nearly 200 boards and commissions in state government. Housed at the Iowa Department of Human Rights, the Iowa Talent Bank:

1. Helps political subdivisions meet gender balance goals and increase overall diversity on boards and commissions.
2. Encourages more women, and others in underrepresented populations, to seek and obtain board and commission appointments.
3. Creates mentoring relationships between those wanting to learn about public service and those with experience.
4. Increases civic engagement among all Iowans.

The Talent Bank is the missing link that brings a more diverse candidate pool into the public service arena. This is the first consistent, state-wide portal to provide this type of matching

The Talent Bank is a tool for all Iowans to:

- Know about open positions and requirements for service on public boards and commissions
- Submit qualifications for consideration to the appointing entity
- Allow appointing entities to identify qualified candidates from a more diverse pool of qualified individuals
- Pair experienced mentors with mentees who wish to improve their skills toward being an effective board or commission member
- Assess progress toward gender balance and diversity throughout the state; make improvements when needed and replicate successes

The Talent Bank project is being overseen by a Steering Committee, with each member focused on achieving the overall vision for the program. The Iowa Talent Bank Steering Committee is charged with establishing the strategic direction and facilitating the planning, development and deployment of the Iowa Talent Bank. It is funded in partnership with the Steering Committee, the Iowa Office of the Chief Information Officer and the Iowa Developmental Disabilities Council.

## Government Access

**Helping with navigation for those who need access to government services.**

Issues of access are compounded when lowans have cultural, language or communication barriers - and those barriers exist across all populations. People who are Deaf or who have hearing loss, people who speak a native language other than English, or even people who have difficulty understanding the process of government experience challenges when trying to connect with state and local agencies.

### COVID-19 Response

The experience of COVID-19 brought government access issues squarely into the spotlight. As the need for clear and understandable information from government became more apparent at the beginning of the calendar year, the Division developed a gap assessment of where language and communication access would be most needed, which local agencies would provide the greatest access to under-served populations and which languages would reach the greatest number of people who required this type of assistance.

The resulting language access initiative (found at <https://humanrights.iowa.gov/covid-19/language-access>) was delivered in partnership with the Iowa Department of Public Health. This not only provided information in languages other than English, it also provided plain language versions of government information and voice translations to ensure all lowans could access and use the critical health and safety information being delivered.

This information was distributed directly to individuals, and through local service providing organizations that reached different cultural populations, to ensure broad and deep access. The Department also provided support to many organizations in establishing their local or state-wide response serving underrepresented communities. This includes United Way 2-1-1; the RACI language line 2-1-1 service; the EMBARC crisis case management lines and other local organizations.

Additional access was ensured for Deaf and Hard of Hearing lowans by facilitating an American Sign Language interpreter for press conferences, and also working closely with Iowa Public Broadcasting to facilitate Spanish language access to press conferences as well.



CAS Staff works closely with other state agencies to help those agencies identify and implement changes that make government easier to navigate.

Partnerships in Education, Vocational Rehabilitation, Workforce Development, Human Services, Civil Rights and the Judicial Branch allow CAS to offer insight and expertise to improve systems and create efficiencies in delivery. This allows government to be more responsive to the needs of people who need government the most.

Deep connections at the local level also provides local government organizations with access to information about best practices from around the state and nation.

## **Immigrant/Migrant Employee Assistance**

The Division created a network of assistance for people coming to Iowa from the Federated States of Micronesia. Many Micronesians are recruited to work in Iowa companies, and because of their status under the Compact of Free Association (COFA), they are able to live and work in the United States. In some cases, these individuals have found that their employment and housing agreement is not what they understood it would be upon their arrival. As a result, they have needed access to services to know their rights, find alternate employment and housing. The Department has worked closely with long-time Iowa residents originally from Micronesia, local agencies and legal assistance providers in several cities in Iowa to build a network of assistance that is accessible to these migrants.

Additional Town Hall events have been held in both Storm Lake and Sioux City in February to assist migrants with employment, housing, transportation and cultural issues. In addition, we have worked with the Iowa Department of Transportation to resolve important issues surrounding identification and drivers licensing for the Micronesian population including:

- Helping Iowa DOT expand driver's license timeframes for COFA migrants to match the federal allowances (increasing the renewal time from 1 year to 8 years)
- Developing on-line tools specifically for COFA migrants, available at <https://iowadot.gov/mvd.driverslicense/New-Iowan-Immigrant-and-Refugee-Resources>

## **Comprehensive Programming and Assistance**

Each office within CAS comprehensively tracks the human rights-related issues on which we receive requests for, and provide, assistance. Following are the trending issues for FY2020:

African Americans: Housing, employment, civic engagement/voting rights, inmate issues, diversity/inclusion in business, justice system disparities, educational disparities, healthcare

Asian and Pacific Islander Affairs: Immigration, health and elder care, Medicare, government programs and resources, hate crimes, education/college access, census

Deaf Services: Communication access within government, communication access in business or employment, assistive technology, justice system issues

Latino Affairs: Immigration, support for youth, community cultural connections, civic engagement, employment supports

Native Americans: Indian Child Welfare Act, inmate rights, understanding of Native American culture

Persons with Disabilities: Transportation, service animals, physical access, employment, civil rights at work and in housing

Status of Women: Workplace discrimination/family and pregnancy leave, Women's history, domestic violence/sexual violence, childcare access

COVID-19 Direct Service. Direct service requests from the community increased by more than 1/3 during the March – May, 2020 timeframe. Examples of changes in needs/requests during this timeframe included:

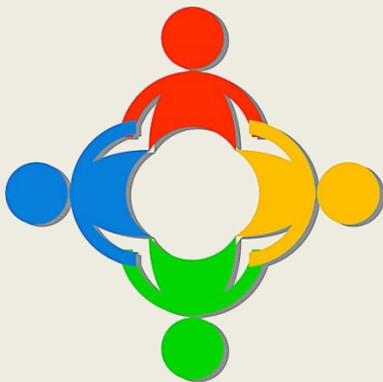
- Concerns related to temporary/permanent layoff for persons with disabilities due to lack of understanding of possible accommodations.
- Lack of childcare access for essential workers.
- Health and life benefits challenges for LEP Iowans who had incorrect information on forms.
- Housing issues for families with members testing positive for COVID-19 who lived in overcrowded conditions and were unable to distance/were unable to find alternate accommodations.
- Language and cultural access in healthcare.
- Understanding employee rights, and changes in employer requirements related to Executive Orders at the federal and state level, and how employees could request leave for family illness or caregiving.
- Transportation arrangements for essential workers who carpool when one member was ill, but still coming to work.
- Inequities in educational opportunity for families without internet access or computers.
- Communities with high unemployment prior to the pandemic facing additional economic struggles.
- Mental health and social isolation, particularly for individuals who live in congregate settings, are institutionalized, or people with disabilities; mental health for service providers.

## Youth Leadership

**Creating resourcefulness and improving systems for youth through a focus on developing leaders.**

When we provide youth who might not see themselves as leaders with opportunity to practice leadership, they can become change agents and contributors to a thriving community. To achieve this we introduce traditionally under-served youth to leadership, career options and higher education opportunities through a number of initiatives including the EducAsian Initiative.

This program focuses on youth from refugee and immigrant Asian and Pacific Islander communities to create exposure to leadership, volunteerism, community resources, career planning and access to higher education. It serves high school sophomores, juniors and seniors.



In the 2020 Fiscal Year, the EducAsian program was revised to focus on a scholarship competition offer similar enrichment experience using a virtual format. Participating students were able to “meet” Iowa State University's professors of computer science: Dr. Wallapak Tavanapong and Dr. Simanta Mitra, who provided useful information to best prepare students for college coursework and career options in the computer sciences field. They were also able to participate in an online Des Moines Area Community College (DMACC) Multicultural Social Hour to get questions answered about resources available and visit with current students.

In collaboration with Iowa College Student Aid, the Division coordinates the Iowa Latino Post-Secondary Education Coalition (Latinos CAN). This Coalition continues to address post-secondary attainment for the Latino community. Currently in Iowa, 16% of Latino adults have earned an associate degree or higher, compared to 38% of all adults in Iowa. The Department has created an extensive resource guide for Latino students in Iowa to learn more about resources and services to assist with post-secondary education. It can be found at <https://humanrights.iowa.gov/resources-latino-students-and-parents>.

The Latinos CAN Coalition also took its efforts to increase post-secondary educational attainment for Latinos on-line. The program created videos to reach out to students and parents. The videos can be viewed at <https://humanrights.iowa.gov/latinos-can-coalition>.

## Community Connections

**Elevating issues, ideas, cultures and contributions to improve connections among all Iowans.**

We believe that engaged people are essential to building strong communities, and that when the voices of all Iowans are heard, our state becomes a better place for everyone. To achieve this, we are:

- Making information about our work and the work of our partners more easily accessible. We streamlined the delivery of messages to the audiences we serve and as a result, we have grown our subscribers. By offering website visitors the chance to subscribe and by creating customized content, we are better able to deliver the information people need.
- Connecting with affinity groups and service providers to amplify our messages and build a strong base of knowledgeable people around the State. Team members have actively participated with more than 500 different state and local organizations throughout the last year.
- Engaging in critical conversations and sharing the stories of Iowans; connecting the value of people and their experiences to one another

With these overarching principles in place, this year, the Division played a key role or led the following:

- Hard Won Not Done – 100-year Anniversary of the Ratification of the 19th Amendment. The Department of Human Rights' Office on the Status of Women and the Carrie Chapman Catt Center at Iowa State University sponsored the Statewide Centennial Commemoration Kickoff Event in Ames on February 14, 2020. At this event, we premiered an exhibit/presentation about the role of African American women in Iowa in the suffrage movement; the Office on the Status of Women and the Central Iowa Community Museum partnered in the development of this material.

Local, regional and state-wide events will be held throughout the year. You may visit <https://19th-amendment-centennial.org/> to learn more.

- Iowa PBS Move to Include. Iowa PBS produced several shows about the ADA and persons with disabilities, with an emphasis on intersectionality within the disability community. The Iowa Department of Human Rights Office of Persons with Disabilities consulted in its development. You may view the stories at [http://www.iowapbs.org/watch/search?field\\_story\\_local\\_video\\_topic\\_value=All&combine=&field\\_story\\_series\\_tid=11632](http://www.iowapbs.org/watch/search?field_story_local_video_topic_value=All&combine=&field_story_series_tid=11632)
- Sponsors for Unaccompanied Children. The Department of Human Rights' Office of Latino Affairs is advising Lutheran Services of Iowa in the development of a program that will assist Iowans who wish to sponsor unaccompanied migrant children out of federal immigration custody. LSI will be hiring staff in Iowa to provide guidance and assistance for people who are able to be responsible for the care and custody of children, and who are suitable to provide for the child's physical and mental well-being.

When a child who is not accompanied by a parent or legal guardian is apprehended by immigration authorities, the child is transferred to the care and custody of the U.S. Office of Refugee Resettlement (ORR). Federal law requires that ORR feed, shelter, and provide medical care for unaccompanied children until it is able to release them to safe settings with sponsors, while they await immigration proceedings.

All sponsors must pass a background check. The sponsor must agree to ensure the child's presence at all future immigration proceedings. They also must agree to ensure the minor reports to ICE for removal from the United States if an immigration judge issues a removal order or voluntary departure order.

There are strong policies in place to ensure the privacy and safety of unaccompanied children by maintaining the confidentiality of their personal information. These children may have histories of abuse or may be seeking safety from threats of violence. They may have been trafficked or smuggled. In FFY 2019, 481 unaccompanied migrant children were released to sponsors in Iowa.

- Improving Employment Access for Deaf Iowans. The Department partnered with Vocational Rehabilitation to enhance Vocational Rehabilitation's services for Deaf Iowans. Today, Deaf and/or Hard of Hearing Iowans are twice as likely to be unemployed or not in the labor force (40%) as their hearing peers. Through this partnership, Vocational Rehabilitation is examining ways to better support Deaf Iowans in obtaining and maintaining employment. This includes assisting with skill development for the individual, and also working with employers to understand and use workplace accommodations to improve workplace success.
- Census Education. The Department sponsored the first 2020 Census outreach event in Sioux City on Saturday, October 26 at the Mary Treglia House. The event included the Mayors of both Sioux City and South Sioux City as well as other local leaders, and provided community education and information sessions delivered by U.S. Census staff, Iowa Workforce Development, Commissioners and local city planning staff.
- Iowa Accountability Program. The Department partners with the Iowa Judicial Branch in the delivery of the Iowa Accountability Program, which provides Access to Justice Coordinators (AJC) in the Courthouses of Polk, Black Hawk and Johnson County. The AJCs provide assistance to victims of domestic violence in understanding the system and following the appropriate court procedures; they also observe court processes and collaborate within the Judicial Branch to make improvements across the system. In the last federal fiscal year, this programs served 837 individuals in these counties with the following results:
  - 710 were eligible to apply for a protective order
  - All received information about other forms of assistance – this included civil assistance, criminal assistance, referrals to service agencies and language interpretation.
  - 487 were granted a temporary protective order; 42 were denied a temporary protective order

- 135 professionals within service organizations, health professions, and other community organizations were trained on domestic violence issues
- The Commission on Native American Affairs and the Department hosted a ceremony on November 14 to honor our state's Native American history and celebrate the installation of Native American flags at the Iowa State Capitol.

The ceremony included an invocation and presentation on Native American history in Iowa. Tribal representatives from Iowa and adjoining states, including Nebraska, Kansas and South Dakota, will be present for the installation. In addition to the Iowa Commission on Native American Affairs flag, flags of Native American tribes with current and historic ties to Iowa are now on permanent display in the state capitol.

- Citizen Potawatomi Nation (Neshnabe)
  - Iowa Tribe of Kansas (Baxoje)
  - Iowas of Oklahoma (Baxoje)
  - The Sac and Fox Tribe of the Mississippi in Iowa (Meskwaki)
  - Minnesota Chippewa Tribe (Anishinaabe)
  - Omaha Tribe of Nebraska and Iowa (U-Mo'n-Ho'n)
  - Otoe-Missouria Tribe (Jiwere)
  - Ponca Tribe of Nebraska (Usni)
  - Rosebud Tribe of South Dakota (Sicangu Oyate)
  - Santee Sioux Tribe of Nebraska (Isanti)
  - Winnebago Tribe of Nebraska (Ho-Chunk)
- Iowa Latino Hall of Fame. On October 19, 2019 the following leaders were inducted into the Iowa Latino Hall of Fame:
    - Hector Avalos, PhD – Ames (from Nogales, Sonora, Mexico) Founder and inaugural director of the first US Latino/a Studies program at Iowa State University; internationally recognized and respected scholar in the area of biblical studies.
    - Carlos Portes (posthumous) – Marshalltown (from Havana, Cuba) Recipient of Ellis Island Medal of Honor Award for his contributions in this country; served as Special Ambassador for Latin American Affairs; numerous other achievements.
    - Lando X. Valadez (posthumous) – Des Moines (Mexican heritage) Latino migrant worker who became a community leader, political activist, advocate for Latinos, court interpreter, historian, mentor; founder of a number of Latino and Hispanic based organizations; World War II hero; recipient of the Purple Heart and Silver Star Medal.

The Latinx Youth Leadership Award recipient is:

- Lilián Sánchez – Des Moines (from Mexico) First generation college student; first Latina Vice President of the University of Iowa Student Government; advocate of diversity issues; fellow at Amnesty International.

The Robert D. Ray Award for Equity and Justice recipient is:

- Jan Mitchell – Des Moines. Teacher who paved a path for lifelong success in her students; founder of Al Exito, a program whose mission is empower Latinos for success through education, leadership, and community engagement.
- Women's Hall of Fame. The August, 2019 Iowa Women's Hall of Fame honorees were:
  - The Honorable Ruth Babcock Klotz (Des Moines): Role model; former president of Soroptimist International; mentor; attorney; one of the longest serving judges in Iowa's history; legal scholar.
  - Mona Lea Kadel Martin (Davenport): Former state representative; was instrumental in the passage of the Iowa Equal Rights Amendment, Iowa's maternity stay law, the measure requiring insurance companies to provide coverage for prescription contraceptive drugs, devices and services, and healthcare reforms impacting older Iowans.
  - Ione Genevieve Shadduck, PhD (West Des Moines): Long-time advocate for women in sports and physical education; professor; attorney; author; one of the professionals that advocated for the transition to 5-player girls basketball in Iowa; founding member of the Iowa Organization of Women Attorneys, the Iowa Women's Political Caucus, and a leader in the Older Women's League.
  - Florine Mary Swanson (Galt): Long-time Executive Director of the Iowa 4-H Foundation; active and committed member of the American Association of University Women (serving in leadership positions numerous times at the local, state and national level); served as delegate to the Commission on the Status of Women at the UN on several occasions; advocate for gender balance in Iowa.

The 2019 Cristine Wilson Medal for Equality and Justice Recipient was:

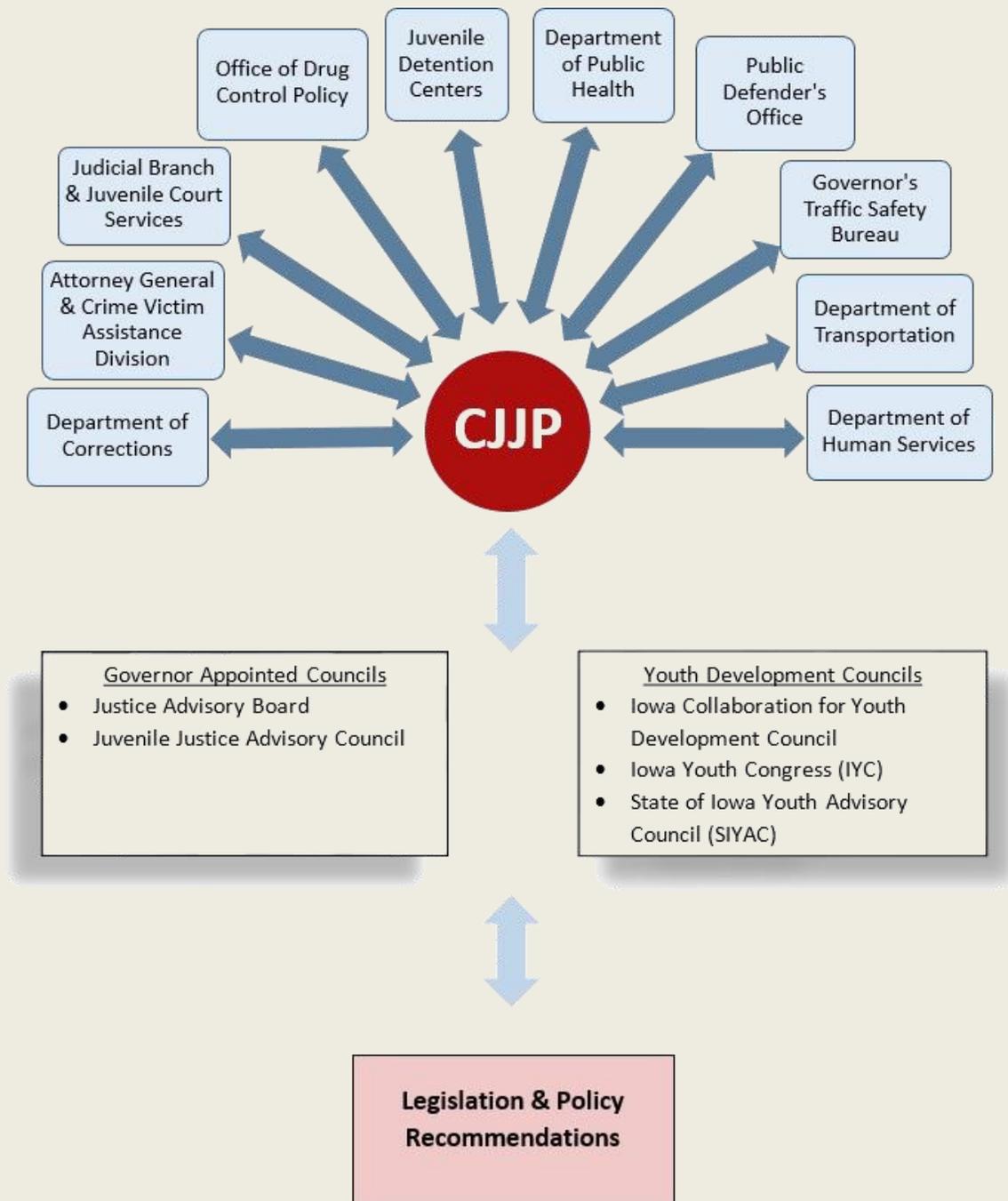
- Mary Beth Tinker (Washington, DC; originally from Iowa): Life-long advocate for social justice, civil rights, freedom of speech, and for the rights of youth.

# Division of Criminal and Juvenile Justice Planning



**IMPROVING THE  
CRIMINAL AND JUVENILE JUSTICE SYSTEM**

The Division of Criminal and Juvenile Justice Planning (CJJP) is Iowa's Statistical Analysis Center (SAC) and carries out research, policy and data analysis, and program development to assist policy makers, justice system agencies, and others to identify issues of concern and to improve the operation and effectiveness of Iowa's justice system. CJJP also administers federal and state grant programs to fund local and state projects to improve Iowa's justice system



## Data Management

### Justice Data Warehouse (JDW)

The Justice Data Warehouse (JDW) is a central repository of key criminal and juvenile justice information. Two main sources of information in the warehouse are the Judicial Branch Case Management system and the Iowa Corrections Offender Network (ICON).

The overall mission of the JDW is to provide the judicial, legislative, and executive branches of state government and other entities with improved statistical and decision support information pertaining to justice system activities. For purposes of administration relating to Iowa's court system, Iowa's 99 counties are organized into eight judicial districts. Presently all eight judicial districts are entering and utilizing information from each of these districts is available for analysis from the JDW.

### Easy Access

CJJP developed the Iowa Easy Access (EZA) online tool that provides public access to multiple years of aggregate adult court charges/convictions and, key juvenile court decision points, including information by district, county, age, sex, and race.

Adult: <https://disposedcharges.iowa.gov>  
Juvenile: <https://juvenilecourtstats.iowa.gov>

### Criminal Justice Information System (CJIS)

CJIS integrates and shares information among Iowa's justice agencies in a seamless, real-time, secure manner. CJIS makes state, county, and local agencies more effective and efficient, and better able to serve the public. CJIS performs over 400,000 exchanges of information per month.

CJIS has expanded its reach to benefit all 99 counties, and transmits data between the Judicial Branch, DOC, DOT, DPS, DNR, DHS, Secretary of State, Attorney General, and 56 county attorney offices.

### Decision Matrix

A Decision Matrix is a structured decision making tool which allows the user to see the level of supervision and services that has been most successful with youth based on historical data.

Ideally, the Standardized Program Evaluation Protocol (SPEP) and the Decision Matrix will eventually be fully integrated, providing guidance not only about the level of supervision and service indicated for any given youth, but also which existing service of that type is shown to be likely to reduce recidivism. Both tools make use of the Iowa Delinquency Assessment, Iowa's validated risk/needs assessment instrument which has been operational since 2007 and is used to determine youth risk level as well as to assist with case planning.

## Research and Analysis

### Research Evaluation and Analysis Services

CJJP carries out various research regarding criminal and juvenile justice issues as the Statistical Analysis Center. They perform high quality research and provide expertise to inform policy, practice, and decision making at the state, local and federal levels.

### Program Evaluation

Program evaluation is a method for collecting, analyzing, and using information to assess projects, policies, and programs for their effectiveness and efficiency in following a set model or procedures. CJJP performs process, outcomes, and data evaluability assessments to evaluate programs

### Trend Analysis

Trend analysis is used to collect information on current and historical data to spot a pattern and in some cases predict future outcomes. CJJP utilizes trend analysis to monitor changes in charging and convicting practices, correctional and community based supervision populations, and the correctional and racial impact of some legislation.

### Policy Evaluation

Policy evaluation is used to examine the implementation, content, and/or impact of a policy. CJJP performs policy evaluation by examining the correctional, racial, and fiscal impact of proposed legislation.

### Forecasting

Forecasting is a technique that utilizes historical and current data to analyze trends and make informed estimates in determining the direction of future trends. CJJP utilizes forecasting analysis to project Iowa's prison population which is important to mitigate any increases observed in Iowa's prisons.

### Mapping

Mapping is the graphical representation of a procedure, process, structure, or system that depicts arrangement of and relationships among its different components. CJJP staff have been trained in using ArcGIS, a geographic mapping tool, used for analysis and the review of patterns and trends and how location may impact public safety, services, etc.

## Criminal and Juvenile Justice Policy

### Standardized Program Evaluation Protocol™ and Service Inventory

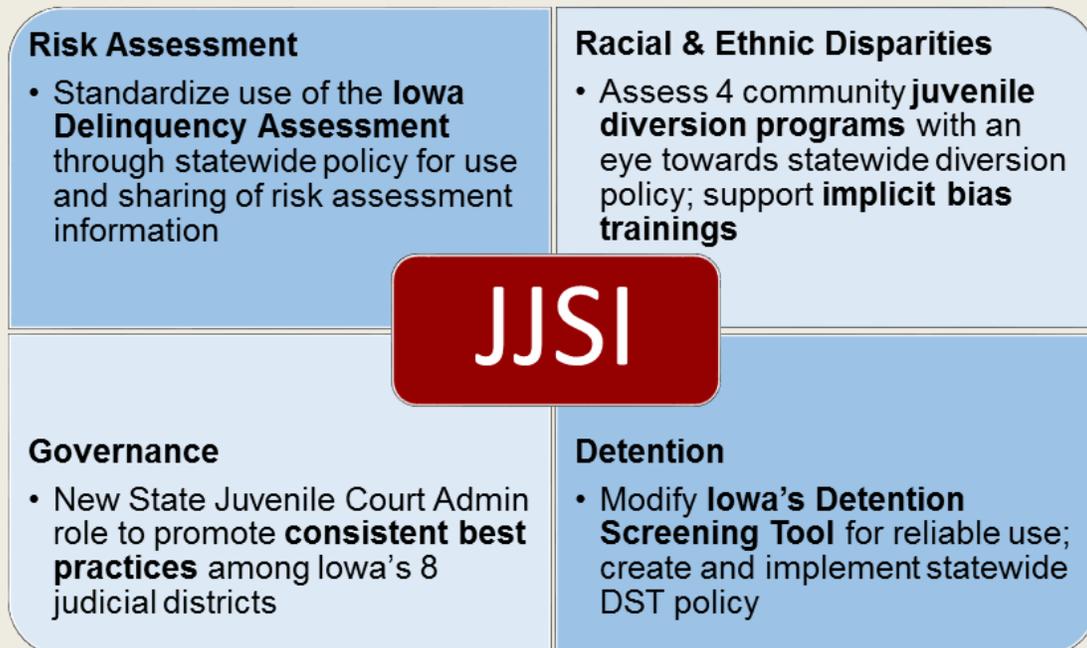
The Standardized Program Evaluation Protocol™ (SPEP) is a standardized method of evaluating juvenile justice services. Providers who participate are given recommendations for improvements that, if executed, will bring their service more in line with what the research has demonstrated to be optimal for recidivism reduction.

SPEP is being utilized for juvenile justice funding administered by CJJP. This sort of targeting for evaluation has been part of the ongoing discussion concerning how to make the SPEP as viable, widespread and sustainable as possible with limited resources.

CJJP is creating a statewide service inventory which will allow community-based services to be “SPEP ready” at all times. CJJP has also created a web application to facilitate access to the programmatic information about various services for a wider audience. This will allow users to search for services in a number of different ways.

### Juvenile Justice System Improvement (JJSI) Project

JJSI is utilizing the comprehensive statewide assessment from 2017 and putting those goals into action. A comprehensive implementation and action plan is being implemented



## Statewide Comprehensive Juvenile Reentry System (JReS)

JReS is standardizing a statewide structure for juvenile justice system youth returning from placement to their family and community.

A diverse, state-level, Juvenile Reentry Task Force is implementing a state-level plan which seeks a 50% recidivism reductions over five years.

Major JReS plan components include:

- comprehensive assessment to identify and prioritize issues and needs for the court to match system services to help the youth and family;
- youth-led planning to prepare youth for return to their family, community, and school;
- standardized family engagement and case management strategies; and
- connection of youth to multiple supports while in and upon return from placement.



## Positive Youth Development

Iowans benefit when all youth are engaged and contributing in their communities. Experiences and connections children and youth have growing up affect their success in school, in work, and in life.

The Iowa Collaboration for Youth Development (ICYD) Council members are leaders of 12 state entities with the vision that *“All Iowa youth will be safe, healthy, successful, and prepared for adulthood.”* The ICYD Council oversees the activities of the State of Iowa Youth Advisory Council (SIYAC) and has sought input from these youth leaders in the development of more effective policies, practices, programs. SIYAC consists of youth between 14 to 21 years of age who reside in Iowa.

## **Racial, Ethnic, and Gender Disparities**

Minorities are overrepresented in Iowa's justice system. The felony and misdemeanor conviction rate for African-American adults is nearly 6.5 times more than for White adults; and for juveniles, African-Americans are more than 6 times more likely to be referred to juvenile court services than White youth.

CJJP is compiling data and research to identify areas of racial and ethnic disparities in Iowa's justice system and to recommend systemic changes that are necessary to eliminate these disparities. Systemic changes require multiple agencies to have active roles in making the change.

The recommendations will be based on national research, data analysis in Iowa's criminal and juvenile justice systems. In addition, the Juvenile Justice Advisory Council (JJAC) and Justice Advisory Board (JAB) are studying with these issues.

The Iowa Task Force for Young Women (ITFYW) involves key stakeholders in Iowa's juvenile justice system, who want comprehensive system change that reflects female responsibility. In recent years, there has been a growing interest by the ITFYW and the DMC Subcommittee to better coordinate their efforts. The work on "deep end" girls has provided one opportunity to do so, as the data has revealed a remarkable amount of disparity among African-American girls in this group

## Future Visions and Enhanced Activities

### Present Activities

CJJP has adopted the following statement from the Council of State Governments Justice Center, issued following George Floyd's death:

***We have not done enough to advance racial equality through our work, and we will do more.***

CJJP has started with the juvenile justice system and are compiling data and research to identify areas of racial and ethnic disparities in Iowa's juvenile justice system and to recommend systemic changes that are necessary to eliminate these disparities. Systemic changes require multiple agencies to have active roles in making the change.

CJJP will collaborate with agencies in the justice system and policy makers in all three branches of government to implement the necessary system changes.

### Future

Expand the identification of racial and ethnic disparities to the adult criminal justice system, recommend systemic changes to reduce disparities, and continue to monitor data to track progress.

Remain on the cutting edge of research, information, and data technology:

- Predictive Analytics
- Expanded use of evidence-based programs and services for offenders
- Expansion of real-time data exchanges (CJIS)
- Cost Analysis
- User-friendly data and information
- Availability of quality and effective services
- Service matching with risk level and criminogenic needs

### Results

CJJP will continue to find smarter ways of doing business. When the "Future" activities are happening, the results will be:

- Improved public safety – reduced recidivism
- System improvement through policy and practice changes
- Quality services available for all offenders – *the right person, receive the right service, at the right time*
- Data-driven decision making
- Easy to understand data – infographs, dashboards, mapping
- Increased efficiencies in court document processing



**BUDGET**

**Department of Human Rights  
SFY 2020 Actual Expenditures**

	Source of Funding			Final SFY2020 Expenditures
	State	Federal	Other	
<b>Criminal and Juvenile Justice Division</b>				
Criminal and Juvenile Justice Appropriation	1,226,399	82,332	27,678	1,336,409
CJJP Single Grant Program (JSPG)	53,998			53,998
Juvenile District Transfers (JDTR)			158,620	158,620
NCPC Embedding Prevention (9110)			1,163	1,163
Second Chance-Adult Re-entry (2NDC)				-
Gov. Traffic and Safety Bureau (GTSB)			30,131	30,131
Iowa Department of Human Services grants (IDHS)			2,780	2,780
Iowa Department of Corrections grants (IDOC)			23,115	23,115
Iowa Judicial Branch Grants (IJBG)				-
Juvenile Detention Alternatives Initiative (JDAI)			18,271	18,271
Justice Research & Statistics Association (JRSA)			10,348	10,348
Juvenile Re-entry (JRSS)		167,199		167,199
National Youth Transition Database (NYTD)			107,985	107,985
Office of Drug Control Policy grants (ODCP)			6,570	6,570
PACT Grant (PACT)			30,272	30,272
Partnership for Success (PFSP)			19,595	19,595
Prison Rape Elimination Audit (PREJ)				-
Prison Research and Innovation Initiative (PRIN)			17,861	17,861
Iowa Statistical Analysis Center (SACG)		241,626		241,626
Iowa SMART on Juvenile Justice Planning (SMRT)		33,278		33,278
Strategic Prevention Framework Rx (SPRX)			18,617	18,617
Youth Sex Offender Treatment Evaluation (YSOT)				-
Juvenile Justice Action Grants (JJAG)		362,382		362,382
Juvenile Justice Advisory Council (JJAC)		13,886		13,886
Justice Data Warehouse	126,601			126,601
Criminal Juvenile Justice Information System	1,379,730			1,379,730
Subtotal	\$ 2,786,728	\$ 900,703	\$ 473,006	\$ 4,160,435
				-
<b>Community Action Agencies</b>				
Dept. of Energy Weatherization		3,772,886		3,772,886
Black Hills Utility			148,531	148,531
IP&I Utility			1,581,110	1,581,110
Mid American Energy Utility			1,265,895	1,265,895
Energy Assistance - LIHEAP		46,958,808		46,958,808
LIHEAP Cares Act		1,346,949		1,346,949
Unclaimed Utility Refunds				-
Home Energy Assistance Program		6,140,328		6,140,328
Individual Development Accounts				-
Community Services Block Grant		7,812,696		7,812,696
Community Services Block Grant Cares Act		1,504,262		1,504,262
Community Services Block Grant Disaster Funds		56,770		56,770
Family Development and Self Sufficiency (FaDSS)		2,881,752	3,315,565	6,197,317
Mathmatica (FaDSS)			9,477	9,477
Subtotal	\$ -	\$ 70,474,451	\$ 6,320,578	\$ 76,795,027
				-
<b>Community Advocacy and Services (CAS)</b>				
Community Advocacy and Services Appropriation	944,561		4,815	949,376
CAS Training & Technology (\$'s from Prior FY)	23,761			23,761
CAS Misc Projects & Grants			272,019	272,019
Client Assistance Program		132,154		132,154
Subtotal	\$ 968,322	\$ 132,154	\$ 276,834	\$ 1,377,310
				-
<b>Central Administration</b>				
Central Administration Appropriation	189,071		672,967	862,038
CA Training & Technology (\$'s from Prior FY)	11,835			11,835
Subtotal	\$ 200,906	\$ -	\$ 672,967	\$ 873,873
				-
<b>Department Totals</b>	<b>\$ 3,955,956</b>	<b>\$ 71,507,308</b>	<b>\$ 7,743,385</b>	<b>\$ 83,206,646</b>

## Connect with us!



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