

REACHING OUT TO IMMIGRANT AND MIGRANT POPULATIONS

LIHEAP HISPANIC OUTREACH IN DUBUQUE, IOWA

Presented by Tom Stovall

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Affordability Conference
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THE CHALLENGE

- To overcome the barriers to:
 - Market and create an awareness of the LIHEAP Program among Dubuque's Hispanic population.
 - Make a special effort to facilitate ease of Hispanic households to apply for LIHEAP assistance.
 - Educate the households on energy savings measures and cost savings.
 - Help put households in touch with other community resources that may be of help to them.

THE STRATEGY

- Collaborate closely with other community partners already serving Hispanic households to:
 - Gain trust and credibility
 - Validate the good work of our agency
 - Spread the word about the benefits of LIHEAP and other programs
 - Encourage households to apply for LIHEAP
 - Create special opportunities for LIHEAP applications intake
 - Complete applications and educate about other services.

COMMUNITY PARTNERS

- Hispanic Outreach Program of St. Patrick's and St. Mary's Catholic Churches
- Multicultural Family Center
(City of Dubuque and Iowa State University Extension)
- United Dubuque Immigrant Alliance (UNDIA)
- The Lantern Center of the Catholic Sisters of the Presentation
- Immigrant Outreach Program of Catholic Charities
- City of Dubuque Housing Department
- Iowa Department of Human Services
- Local colleges

HISPANIC LIHEAP DAY

- Special day(s) set aside in our outreach center to do LIHEAP intake and applications for Hispanic households
- Appointments scheduled in advance
- Interpreters on hand to assist
- Warm and welcoming atmosphere
- Applications completed and assistance levels determined
- Information shared about other agency programs
- Referrals made to other community programs

CONTACT INFORMATION

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THANK YOU !