



EISA LEADERSHIP & SUPPORT

LORI FRICK – SERVICE AREA MANAGER

- ❖ LIAM HEALY – SOCIAL WORK ADMINISTRATOR (CLINTON, DUBUQUE & SCOTT COUNTIES)
- ❖ LYNN BELL – SOCIAL WORK ADMINISTRATOR (CEDAR, HENRY, DES MOINES, LOUISA, MUSCATINE, N&S LEE COUNTIES)
- ❖ STACIE GORDON – INCOME MAINTENANCE ADMINISTRATOR (EISA SERVICE AREA)
- ❖ NICOLE UTHOFF – PUBLIC BUSINESS MANAGER (EISA SERVICE AREA)
- ❖ AMY HUNTINGTON – COMMUNITY LIAISON (EISA SERVICE AREA) - DECAT
- ❖ SHARI DUNCAN – SUPPORT STAFF SUPERVISOR (EISA SERVICE AREA)
- ❖ ANN RHINEHART – ACCOUNTING CLERK 2 (EISA SERVICE AREA)
- ❖ SONNY RAUSCH-HEMPHILL – SECRETARY 2 (EISA SERVICE AREA)

EISA TOTAL FTEs

EISA TOTAL FTEs	233
LEADERSHIP	7
CHILD PROTECTIVE WORKERS	44
SOCIAL WORK CASE MANAGERS	64
SOCIAL WORK SUPERVISORS	15
INCOME MAINTENANCE WORKERS	75
INCOME MAINTENANCE SUPERVISORS	5
SUPPORT STAFF / CLERICAL	21
SUPPORT STAFF SUPERVISOR	1
IT – INFORMATION TECHNOLOGY	1

MISSION & VISION

- MISSION: To help Iowans achieve healthy, safe, stable, and self-sufficient lives through the programs and services we provide.
- VISION: The Iowa Department of Human Services makes a positive difference in the lives of Iowans we serve.

GUIDING PRINCIPLES

Customer Focus

- We listen to and address the needs of our customers in a respectful and responsive manner that builds upon their strengths. Our services promote meaningful connections to family and community.

Excellence

- We are a model of excellence through efficient, effective, and responsible public service. We communicate openly and honestly and adhere to the highest standards of ethics and professional conduct.

Accountability

- We maximize the use of resources and use data to evaluate performance and make informed decisions to improve results.

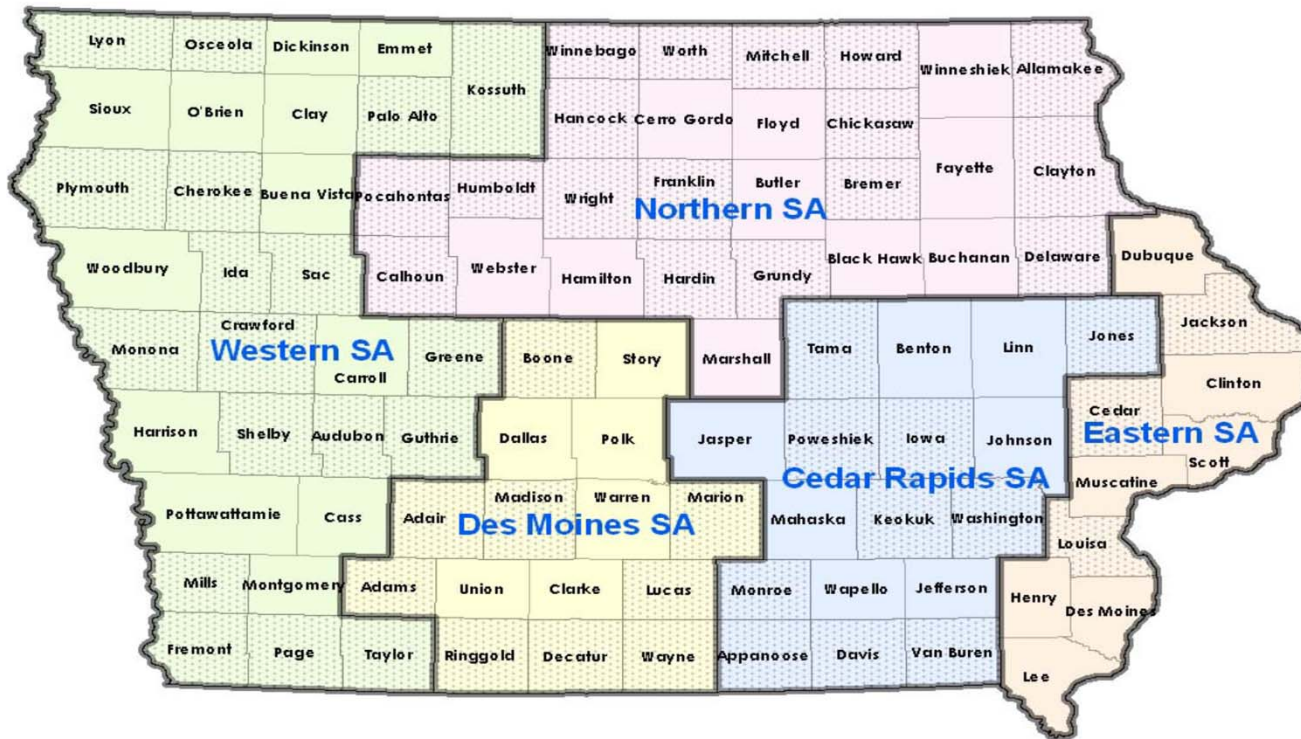
Teamwork

- We work collaboratively with customers, employees, and public and private partners to achieve results.

LOCAL DIVISIONS OF DHS
Dubuque County DHS
799 Main St, Dubuque, IA 52001
(563) 557-8251

- **Social Services:** Child Welfare, Child & Dependent Adult Protection and Adoption
[EISA follows the statewide strength-based, family-centered model of practice, to ensure the safety of children and dependent adults].
[Our Dubuque office has 18 Social Work staff members, with 2 Social Work Supervisors].
- **Income Maintenance:** Assistance with Rapid Response efforts, Food Assistance, Family Investment Program (FIP), Medicaid and Hawk-I
[EISA strives to provide excellent customer service, while ensuring timely and accurate benefit determinations. These efforts are to assist families with resources to reach minimum self-sufficiency].
[Our Dubuque office has 13 Income Maintenance staff members, with 1 Income Maintenance Supervisor, and 1 Support Staff member/clerical].
- **Child Care Home Monitoring:** Any person providing child care in their home can apply to be registered through the State of Iowa. Those serving more than 5 children are required to register. The Department seeks to visit all child development homes at least once per fiscal year.

Service Area Management



Thank you!

