



Programs in St. Louis County October 2020

EMPLOYMENT and TRAINING

Adult Basic Education (ABE)—AEOA’s Adult Education program provides a full spectrum of learning options for community members who are age 17 years or older and are not enrolled in or required to be enrolled in any school in the K-12 system. In addition, the individual must lack a secondary high school credential and/or function below the 12th grade level in any of the basic academic areas including reading, math, and ability to read, write and understand English. ABE services include: basic skill and computer training, GED preparation, English language learning (ELL), college and career preparation, and industry-specific training (i.e., entrepreneur training, carpentry pre-apprenticeship, ServSafe food manager certification, para-professional certification). Services are available in-person and on-line. Contact Tracy Chase at (218) 259-4524 for assistance.

CareerForce— As a partner with CareerForce, AEOA provides under-employed and unemployed individuals with information on coping with unemployment, seeking and applying for employment, maintaining employment, as well as providing information on training opportunities and other forms of employment and training assistance. Job Clubs offer an opportunity for job seekers to network with other job seekers and to share experiences in their search for employment. For additional information, contact Kristy Dobson at (800) 662-5711 ext. 6836.

Diversionsary Work Program (DWP)—DWP is a four-month program that helps low-income Minnesota families find a job. The program is aimed at helping participants obtain employment quickly and preventing them from needing additional public assistance services. Most families are enrolled in this program when they first apply for County assistance and can only be referred to AEOA by a County Financial Worker. For additional assistance, contact Jeremiah Olson at (218) 327-6758.

Family Assets for Independence in Minnesota (FAIM)—The FAIM program is a matched savings project to help low-wage earners build assets through purchase of a home, pursuit of higher education, or launching a small business. Eligible participants can place up to \$40 a month from their earned income into Family Asset Accounts which will be matched 3:1. Income limits apply, and participants are provided financial literacy and asset-specific education in either homeownership, college preparation, or business development. For eligibility requirements, contact Tracy Chase at (218) 259-4524.

Minnesota Dislocated Worker program (DW)—DW helps workers who lost their job through no fault of their own find a new career. An individual typically must qualify for Unemployment Insurance (UI) benefits to be eligible. DW staff work with the unemployed worker to re-enter the workforce in a stable job within a high-demand occupation. For eligibility to this program, you must be 18 years of age or older, worked six of the last 36 months, and have written documentation of your employment separation. For additional information, contact Jan Francisco at (218) 748-7332.

Minnesota Family Investment Program (MFIP)—MFIP is the state’s public assistance program for low-income families with children. The program focuses on the overall family’s well-being and provides resources to move to employment quickly, whether this be through up-skilling or through help with

interview and job search skills. Referral to this program can only be provided to AEOA by a County Financial Worker. For additional information, contact Kristy Dobson at (800) 662-5711 ext. 6836.

Minnesota Family Resiliency Program (MFRP) - MFRP is a program provided to individuals who have transitioned from a relationship through separation, divorce, death, or disability. You must have provided unpaid household services for at least two years, have lost your primary source of income, and now find that you must support yourself or your family. Employment Counselors help individuals seek employment, assist in budgeting, teach stress management skills, and provide guidance and support, among other things. There are limited financial resources to assist clients with training costs, transportation, childcare, and housing assistance. For additional information, contact Jan Francisco at (218) 748-7332.

New Employment Opportunity Network (NEON)- The New Employment Opportunity Network (NEON) program will help parents, ages 16 to 24, obtain short-term training needed to move into a career. Assistance is available for training, transportation, and other needs during the program. For more information, contact DeAnna Winge at (218) 322-6503.

Senior Community Service Employment (SCSEP)—SCSEP is designed to promote part-time, temporary employment through which program participants are engaged in community service and receive work experience and job skills that can lead to unsubsidized employment. It is AEOA's goal to enhance employment opportunities for older individuals and to promote older workers as a solution for businesses seeking a trained, qualified, and reliable workforce. This program serves individuals age 55 and over and has income eligibility guidelines. To receive more information on SCSEP, contact Amanda Kingsley at (218) 259-2559.

Supplemental Nutrition Assistance Program (SNAP)— SNAP, formerly known as Food Stamps, is a program provided to adults with or without children who are seeking employment. AEOA Employment Counselors help SNAP clients in gaining the appropriate skills and abilities to obtain employment to gain self-sufficiency. For additional information, contact Kristy Dobson at (800)-662-5711 ext. 6836.

Supplemental Nutrition Assistance Program (SNAP Outreach)—The Adult Education program provides screening to community members to help them determine if they are eligible for SNAP services. That goal is to help people make an informed decision about what hunger resources are available to them to ensure an overall successful transition from poverty to self-sufficiency. For additional information, contact Tracy Chase at (218) 259-4524.

HEAD START

Early Head Start—Early Head Start provides early, continuous, intensive, and comprehensive child development and family support services to low-income infants and toddlers and their families and pregnant women and their families. The principles are designed to nurture healthy attachments between the parent and child; emphasize a strengths-based, relationship-centered approach to services; and encompass the full range of a family's needs from pregnancy through a child's third birthday. Applications are always welcome. Call Jerry Crittenden at (218) 748-7351 for additional information.

Head Start—Head Start provides comprehensive early childhood education, health, nutrition, and parent involvement services to low-income children and their families from birth until the child's fifth birthday. The program's services and resources are designed to foster stable family relationships, enhance children's physical and emotional well-being, and establish an environment to develop strong cognitive skills. For eligibility requirements or enrollment

questions, contact Jerry Crittenden at (218) 748-7351.

HOUSING

Business Energy Retrofit Program (BER)—The Business Energy Retrofit Program is designed to educate and help assist businesses within the Taconite Assistance Area with energy-efficient decisions and aid in financing the energy retrofit project. The BER program will support and provide the business up to \$20,000 in eligible retrofit expenses or one-third of the total project up to \$60,000. Applicants are required to obtain bids from local contractors and submit with AEOA’s application. Businesses interested in participating in the BER program should contact Vince Meyer at (218) 735-6828.

Downtown Building Rehab (DBR) – The Downtown Building Rehabilitation Program (DBR) is designed to help aid in financing code compliant construction and remodeling projects on main streets in downtowns. The DBR Program will support and provide 1/3 project cost up to \$50,000 in eligible expenses. Up to 10% of awarded grant funding may be utilized for professional services such as an architect or engineer. Applicants are required to obtain prevailing wage compliant bids from local contractors and submit with AEOA’s application. For more information, contact Vince Meyer at (218) 735-6828.

Energy Assistance Program (EAP)—AEOA’s Energy Assistance Program helps low-income residents heat their home throughout the winter by providing help and information needed to manage their fuel costs. The program provides financial grants to be used toward energy costs for residential heating bills with additional funds available for crisis situations and energy related repairs. Households must provide verification of their incomes for the eligibility period to qualify for this program. For information on energy conservation practices or to apply for services, call (218) 735-6839 or 1-844-568-0149.

Homebuyer Assistance/First-time Homebuyer—The Homeownership Assistance Program is designed to promote and encourage homeownership by providing training and counseling to first-time homebuyers. We conduct a series of Homestretch Workshops, open to anyone interested in learning how to buy a home. The classes are open to anyone currently in or interested or previous homeowners. Down payment and closing cost assistance may be available to income-eligible, qualified first-time homebuyers who complete the workshop. For eligibility requirements or to register for the Homestretch Workshop, contact Autumn Holweger at 218-735-6895 or Sandy O’Fallon at (218) 999-0828.

Homeless Services—AEOA’s homeless services are designed to keep community members housed, either through prevention resources or rapid rehousing. This includes assistance in finding housing and other support services, as well as direct assistance with rent, security deposits, mortgage, and other assistance targeted for families, single adults, and youth who are homeless or at risk of becoming homeless. Those experiencing homelessness or precariously housed should start the eligibility process by calling 211 for an intake.

- a. **Emergency and Transitional Housing**—Located in Virginia, AEOA owns and operates the homeless shelter, Bill’s House. It consists of four units for emergency housing and eight units for transitional housing. Individuals can reside in emergency housing units for a maximum of 30 days and 90 days in transitional units. Residents of Bill’s House receive case management, which provides one-to-one supportive services to help them stabilize their lives and work on self-sufficiency. AEOA also operates two emergency apartment units in Hibbing utilizing the same support model as Bill’s House.

- b. **Homeless Youth Housing**--Owned by AEOA, The Virginia Youth Foyer is independent and permanent living for youth who are homeless and in need of permanent housing. The building consists of 13 efficiency units and two 2-bedroom units. Youth play an active role in creating community within the Foyer as support groups, cooking groups, parenting classes, GED prep, and more take place on-site. Specialists in mental health and chemical health assist in assessment, goal planning, and case management for those young people most in-need.
- c. **Housing Support Services for Adults with Serious Mental Illness (HSASMI)** –HSASMI provides direct services to adults with serious mental illness who need assistance with accessing housing. Eligible clients are screened and assessed, and an individualized housing support plan is developed. The client receives assistance with the housing search, application process, identifying resources available to cover one-time expenses that facilitates the access of housing and establishment. In addition, a housing support crisis plan is developed that includes prevention and early intervention services when the client’s housing is jeopardized.
- d. **Permanent Supportive Housing** – Located in Eveleth at the Italian American building is the Single Room Occupancy program that is owned and operated by AEOA. This program consists of 12 efficiency apartments for single homeless individuals. Site-based Section 8 is provided, and individuals pay 30% of their income for rent.

The Ivy Manor Apartments, formerly known as the “LaSalle Apartments” are in Virginia. The building began rehabilitation starting December 2016 and a Grand Opening event was held in July 2018. The Ivy Manor provides housing stability to individuals who are homeless or have physical and/or emotional disabilities.

MNsure Marketplace Assistance—AEOA’s certified Navigators are available to provide individuals and families with free face-to-face assistance to help them achieve successful enrollment into health coverage through the MNsure Marketplace. AEOA’s Navigator provides assistance to any consumer who contacts them for help and complies with MNsure’s data privacy and security standards requirements. To schedule an appoint with our Navigator, contact Susan Milos at (218) 748-7356.

Single Family Rehabilitation - AEOA administers a variety of programs for eligible homeowners to make basic improvements to the safety, livability, energy efficiency and accessibility of their home. Examples of improvements include: electrical wiring, furnace or boiler replacement, window and door replacements, siding and roofing, plumbing and septic system upgrades, mold and radon mitigation and lead-based paint hazards. You may be eligible if you: own and occupy your home, are current with property tax and mortgage payments, have homeowner's insurance and meet program income limits. To request additional information, contact Kim Perrella at (218) 735-6879.

Weatherization Assistance Program—Weatherization Assistance services are available to income-eligible homeowners. AEOA’s highly qualified Energy Auditors provide client education and perform energy audits to evaluate energy usage. AEOA’s experienced and Skilled Work Crews will then complete improvements to reduce heating costs. Examples of improvements include: exterior wall and attic insulation, air sealing, and home heating systems repair. Services are free for low-income households who qualify. For additional information, contact Liz Iammatteo at (218) 735-6822.

SENIOR SERVICES

Bone Builder Classes—Bone Builders is an RSVP Signature Program, developed by the research from Tufts University. Participants use a combination of weight-bearing exercises, balance, and strength training guided by a trained instructor. The idea behind the program is to increase muscle and bone

density in seniors, reducing the risk of falls associated with osteoporosis. To find locations and dates of Bone Builder classes, contact Denise Ramfjord at (218) 780-5035.

Food Shelves—AEOA provides 501(c)3 status to seven Food Shelves across St. Louis County to provide emergency and short-term assistance to income-eligible individuals and families who have run out of options to alleviate hunger. Food Shelves currently operate in Aurora, Babbitt, Chisholm, Ely, Mt. Iron, Proctor, and Tower. Visit www.aeoa.org or contact Dani Pieratos at dani.pieratos@aeoa.org or call (218) 748-7328 for details on eligibility requirements and hours of operation.

Grocery Delivery Service—The Groceries-to-Go Program offers a grocery shopping and delivery service that allows seniors to remain independent. Volunteers take grocery orders, shop, and deliver the groceries. Grocery stores sign an agreement with AEOA to allow the groceries to be charged. Clients mail their payment for the groceries directly to the store and participate in cost-share to offset program expenses. AEOA operates the service in northern St. Louis County. The communities include Aurora, Biwabik, Chisholm, Eveleth, Gilbert, Hibbing, Hoyt Lakes, Tower, and Virginia. For additional information, contact Dicie Hoover at (218) 735-6899 or by email at dicie.hoover@aeoa.org.

Live Well at Home-Senior Care Consultation Program—The program will provide comprehensive care planning consultations to older adults, their families, and/or caregivers. A nutritional and safety assessments and Home Safety Check are performed to address safety and health issues that may limit the senior's ability to stay in their home. This program currently operates in the communities of Aurora, Biwabik, Eveleth, Gilbert, Hoyt Lakes, Mt. Iron, and Virginia. For more information, contact Stephanie Villella at (218) 735-6826 or (218) 735-6899, or by email at stephanie.villella@aeoa.org.

Medical Equipment Loan Closet—The Loan Closet serves community members with a temporary need to borrow medical equipment such as walkers, seated walkers, commodes, toilet risers, bath benches, wheelchairs, and assistive devices. A minimal fee is assessed for the borrowed item(s). Donations of gently used medical equipment are greatly appreciated. For information, contact Dicie Hoover at (218) 735-6899 or by email at dicie.hoover@aeoa.org.

Medicare Partners – Medicare Partners is a program which serves the same purpose as a Medicare supplement insurance policy to take care of medical costs that are not paid by Medicare. Unlike an insurance policy, SPC does not pay out any money. SPC provides access to a service that writes off 20% of Medicare patient responsibility bills which are not reimbursed by Medicare if a member uses a member provider and has a Medicare approved treatment. SPC is for people whose income is too large to be on Medicaid (Medical Assistance) but too low to afford a supplemental insurance policy. For more information or to apply, contact AEOA Medicare Partners at (218) 735-6826 or (218) 735-6899.

Nutrition: Senior Dining & Meals on Wheels— AEOA's Nutrition services provide a full spectrum of services for seniors to live healthy and independently. In addition to nutritious meals, the service includes nutrition screening, assessment, and education. A Registered Dietitian completes a nutritional analysis and approves the cycle menus. Meals comply with the most recent Dietary Guidelines for Americans and provide a minimum of one-third of the dietary reference intakes established by the Food and Nutrition Board. The program specifically targets older adults 60 years of age or older with the greatest economic or social need, with attention to disabled, low-income, and minority individuals, as well as older adults in rural communities, older adults with limited English proficiency, and older adults at risk of institutional care. To complete a registration form and verify eligibility, contact the Senior Services Department at (218) 735-6899.

- a. **Bundled Service Program**—For dining patrons 60 years of age or older who live in remote areas, AEOA's Bundled Services program makes twice-a-month deliveries to seniors that offers prepared meals that are frozen, food shelf commodities, and Nutritional Assistance Program for

Seniors (NAPS) food box. Bundled Services also serves as a safety net for participants as telephone contacts, and check-ins offer opportunities to convey their day-to-day concerns.

- b. **Meals on Wheels**—Also known as Home Delivered Meals, this is a service for dining patrons 60 years of age or older who have been assessed and are deemed “homebound.” Once prepared, the meals are packed for home delivery by volunteers. Service is available at a discounted rate. For many home-delivered meal recipients, the volunteer delivering the meal may be the recipient’s only human contact of the day.
- c. **Senior Dining**—Dining services are offered at numerous locations such as senior housing, community or senior centers, and some restaurants for individuals 60 years of age or older. Dining patrons enjoy the company of peers, great conversation, and meals that provide over 40% of the daily intake of most key ingredients. Dining is open to all individuals 60 years of age or older with the opportunity for a reduced rate. Call (218) 735-6899 for dining locations.

Rutabaga Project—The Rutabaga Project is a shared initiative between AEOA, the Iron Range Partnership for Sustainability (IRPS), the Supplemental Nutrition Assistance Program Education (SNAPed), Essentia Health, Healthy Northland, and numerous other community organizations, local food producers, and residents of local neighborhoods. The project aims to get nutritious and local food to everyone in the city of Virginia despite economic barriers. Through community engagement, residents are invited to get involved, share ideas, and determine solutions for making nutritious and local foods accessible and affordable. If you are interested in sharing ideas, volunteering, or requesting additional information, call Kelsey Gantzer at (218) 404-8466.

- a. **Community Food Forest** - The Food Forest is a large perennial garden made up of edible plants, bushes and trees. It will continue to grow each year and bear more fruits, herbs, nuts, and berries. It will eventually become a gathering place for folks who like fresh local produce and a place for people of all ages to learn more about cultivating and growing plants that thrive in our unique climate.
- b. **Growing Together**—Growing Together is a project created to develop community gardens in Virginia and offer gardening educational opportunities to all residents. The City of Virginia provided the use of five sites around the three neighborhoods experiencing the most difficulty obtaining quality produce for community gardens. Today, there are 85 plots at five locations for Growing Together.
- c. **Meal Kits** - The Rutabaga Project partnered with Natural Harvest Food Coop and F&D to create low-cost Do It Yourself Meal Kits, using local, organic produce. The meal kits include an easy to use shopping list tailored to the store and cooking instructions in a reusable canvas bag.
- d. **Farmers Markets**—Through the Rutabaga Project, the Virginia Market Square (VMS) farmer’s market was established. Through the support of the partners, families utilizing SNAP-EBT can shop at Virginia Market Square, Cook Area Farmers Market, and Hibbing Farmers Market and receive a match (\$15 at Virginia and \$10 at the other two). Additionally, all three markets provide \$2 for children to purchase fresh fruits or veggies each week through the Power of Produce Program. In a joint marketing effort, spearheaded by the Rutabaga Project, an Arrowhead Grown farmers market brochure and website (www.arrowheadgrown.org) was created to promote farmers market across the region.

Senior Carnival/Expo—Annually, AEOA hosts an All-County Senior Carnival/Expo. This event is held at the Eveleth Range Recreation and Civic Center in June. The event attracts hundreds of seniors of all ages from the seven-county region. The day is filled with fun and games, exhibitors, demonstrations, and

entertainment. The Center is decorated in a festive carnival theme so that attendees feel like they are attending an old-fashioned carnival. To volunteer or request information, contact Senior Services at (218) 735-6899.

Supplemental Nutrition Assistance Program (SNAP Outreach)—AEOA’s Senior Services staff and the Adult Basic Education program provides screening to community members to help them determine if they are eligible for SNAP services. The goal is to help people make an informed decision about what hunger resources are available to them to ensure an overall successful transition from poverty to self-sufficiency. For more information or to apply, contact Kelsey Gantzer at (218) 404-8466 or email kelsey.gantzer@aeoa.org or Marilyn Ocepek at (218) 748-7325 or email marilyn.ocepek@aeoa.org.

Tax Assistance Program—Through AEOA’s Tax Assistance Program, certified AARP Tax-Aide Program volunteers are available February 1 through April 15 to prepare Minnesota and federal tax forms for low- to-moderate-income individuals and senior citizens throughout St. Louis County. Numerous tax preparation sites are located throughout the county, with in-home preparation available for homebound residents. For information on locations nearest you, contact Senior Services at (218) 735-6832.

Volunteer Opportunities: Arrowhead RSVP and Northland Volunteer Center—The Arrowhead RSVP engages persons 55 and better in volunteer services to meet critical community needs and to provide a high-quality experience to enrich their lives. Northland Volunteer Center promotes volunteering by assisting people of all ages—including families—to find meaningful volunteer opportunities in their communities. Volunteer opportunities involve helping children read, delivering Meals on Wheels, preserving the natural environment, providing tourist information, friendly visiting, and more. For volunteer opportunities in your community, contact Patty Stensland Arrowhead RSVP at (218) 410-3090 or (218) 748-6832, Denise Ramfjord at (218) 780-5035, and Kirsten Ryden in the Duluth area at (218) 409-5991.

TRANSIT

Dial-a-Ride— Arrowhead Transit’s Dial-a-Ride is an on-demand system that provides transportation to individuals in our service areas. Passengers only need to call our dispatch at 800-862-0175 and select the number for their county or city. All transit buses are ADA accessible and drivers are trained to assist passengers on and off the buses. To participate in Arrowhead Transit’s Dial-a-Ride service, dial 800-862-0175 for St. Louis County.

Rural Rides Program - Rural Rides is a transportation program, assisting individuals in Lake County to get to and from work, job-search activities, or job-specific training. Each person is provided an individualized transportation plan that utilizes public transportation, volunteer drivers, and ride share resources to meet their temporary transportation needs. To learn more on Rural Rides in St. Louis County, contact Anna Palo at (218) 735-6849 [East St. Louis]; Randy Hokkanen (218) 262-7359 [West St. Louis].

Scheduled Services—Arrowhead Transit has scheduled stops and provides a Dial-A-Ride Service in many areas. For information on Arrowhead Transit Services in your area, visit www.arrowheadtransit.com or dial 800-862-0175.

Volunteer Driver Program – The Volunteer Driver Program assists individuals on Medical Assistance to get to and from medical appointments. Arrowhead Transit has contracts with four major insurance companies and with various counties in the area. The Volunteer Program encourages the individual to contact their insurance provider to see if they qualify for the program. The Volunteer Driver Program operates in eight counties including Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, Pine, and St. Louis,

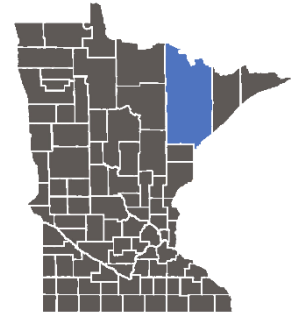
and can perform medical rides in other counties in Greater Minnesota as requested by the insurance companies. To learn more about the Volunteer Driver Program, please contact Colette Hanson at (218) 735-6814 or Martin Lepak at (218) 410-9755.



St Louis County Services

Mission:

AEOA's mission is to strengthen communities by providing opportunities for people experiencing social and economic challenges. AEOA provides services to community members through five major departments including Employment and Training, Head Start, Housing, Senior Services, and Arrowhead Transit. Not all departments operate programs in every county within AEOA's service area.



Key staff and board members:

Executive Director: Scott Zahorik

Department Directors: Jan Francisco (Employment & Training); Emily Celley (Fiscal Services); Skip Ferris (Head Start); Cathy Pazzelli (Human Resources and Assistant Executive Director); Dave Johnson (Housing Services); Beth Peterson (Planning); Marilyn Ocepek (Senior Services); Jack Larson (Arrowhead Transit).

AEOA Board: The Agency is governed by a 27-member board, representing an equal cross-section of low-income individuals, public officials, and private sector parties. Currently, there are 16 representatives of St. Louis County on the Board.

Board Officers: Jeff Kletscher (Chair), Kevin Adey (Vice-Chair); Laura Perry (Second Vice-Chair); Dana Waldron (Secretary); Tom Cvar (Treasurer)

Number of staff members: Two hundred sixty (260) employees work in St. Louis County

Contact information: 702 3rd Avenue South, Virginia, MN 55792
(218) 749-2912, 800-662-5711; <http://www.aeo.org>

In St. Louis County, AEOA served...

- Adult Basic Education provided service to 435 St. Louis County residents. This could include basic skills improvement, GED preparation, college and career readiness, employment skills, digital literacy, life skills, and English language learning.
- Last year, approximately 841 people who were low-income, on public assistance, or were dislocated workers were assisted with employment- and/or education-related needs.
- Senior Employment Programs provided nine (9) individuals with an opportunity to build a pathway into employment for our low-income, older citizens, ages 55 and older. Entering the workforce, they learn and apply new skills while earning a paycheck.
- Head Start provided child development and comprehensive support to 340 low-income children ages birth to five and their families.
- Head Start partners with Children's Dental Service (CDS) to provide on-site dental examinations to children not seeing a dentist. Mental Health programming in northern St. Louis County is with the ADAPT program through Range Mental Health Centers. In southern St. Louis County services are provided by the Human Development Center (HDC). Children received Early Childhood Special Education (ECSE) services through the school districts and the Northland Learning Center in Virginia, the Hibbing School District Special Education Department, and the Northern Lights Cooperative (Hermantown/Proctor).
- Head Start classrooms are located in 8 school district buildings at little to no cost to the program. We are able to capture in-kind to meet our required Non-Federal Share with the space provided to the program.

- Housing Services assisted 511 individuals who were homeless in the past year.
- Housing Rehabilitation was performed on a total of 21 homes to improve the safety, livability, energy efficiency, and accessibility of the home. Another 29 homeowners were provided emergency home repair assistance and six (6) households were provided sub-surface sewage treatment system improvements to come into County compliance.
- Housing Services assisted 66 homes in the City of Virginia Forced Steam Conversion program.
- Housing Services assisted five (5) businesses in the City of Virginia Forced Steam Conversion program.
- Housing Services assisted two (2) businesses in the City of Hibbing Voluntary Steam Conversion program.
- AEOA's Energy Assistance Program provided support to 6,932 households, including 2,734 crisis situations; and 326 energy-related repairs were provided.
- Weatherization services were provided to 41 homes in St Louis County.
- The Business Energy Retrofit program assisted 58 community business owners in achieving energy related improvements.
- The Downtown Building Rehabilitation program assisted thirteen (13) community business owners in achieving code & accessibility related improvements.
- Arrowhead RSVP had 690 volunteers who donated 75,177 hours, serving 83 St. Louis County non-profits, running the gamut from helping seniors to remain living at home to managing tourist attractions and small non-profits.
- Senior Nutrition provided 177,172 nutritious meals to seniors, roughly averaging 706 meals per day. Of those meals, 96,592 were delivered to older people who are homebound.
- SNAP Outreach Program assisted 34 clients apply for benefits.
- Medicare Partners served 58 clients in 2019.
- The Grocery to Go Program served 96 clients last year with a total of 2,546 orders delivered to the homebound.
- The Live Well at Home Program served 22 clients and installed grab bars, ramps, hand railings, toilets and showers in the homes of homebound seniors.
- The Medical Loan Closet served 66 individuals and loaned 94 pieces of equipment in 2019.
- The Food Shelf served 5,783 individuals, providing over 982,885.7 pounds of food over 14,814 visits in calendar year 2019.
- RSVP Bone Builders had 11 locations in St. Louis County, with sixteen (16) volunteers giving 1308 service hours leading Bone Builders classes.
- AARP Tax Aid Program in St. Louis County had 42 volunteers who gave 1921.5 service hours to prepare taxes at no cost to lower-income residents and senior citizens. Of note is during the Covid-19 pandemic the Virginia Tax Aide site was one of only four sites in the state of MN allowed to reopen to continue filing taxes through the July 15th tax extension.
- Arrowhead Transit provided 173,699 rides to St. Louis County passengers, totaling 663,007 miles.
- Rural Rides provided 29,774 work-related rides to obtain or maintain employment.
- The Volunteer Driver Program had 77 volunteers and provided 62,345 rides.

AEOA is committed to continuing our strong partnerships within St. Louis County. We are proud of the work we do to help struggling households meet their basic needs met; homebound seniors live in their own homes; people find work and have the transportation to get there and making sure that low-income children are prepared to enter kindergarten. We currently have 260 people working in St. Louis County who contribute to the local economy and are very dedicated to the services they provide.