



United Way
of Lancaster County



Minutes:

**CROSS PROBLEMS AND
HOMELESS SERVICE PROVIDERS NETWORK**

Monday, November 19, 2018

2:30 pm, LGH conference room, Burle Business Center

ATTENDANCE

Chair Doug Hopwood presided as chair.
See attached sign-in sheets for attendants.

WELCOME

Doug opened the meeting with welcome and introductions. Agendas, minutes, and all materials are posted online on the 211 website: www.pa211east.org

FOCUS TOPICS

Energy Assistance: LIHEAP, Presented by Lindsey Corson

Applications and handouts distributed. The program consists of cash grants to help with heating costs over the winter months. The program is open November 1 to April 12. Benefits distributed are based on income and how the home is heated (fuel oil versus electricity). Most payments go directly to the energy vendor; in some cases, clients may receive funds. Accounts should be in applying client's name; if applying client is not the account holder, a written statement needs to be provided from the account holder. Clients can apply online through Compass or paper application. Social Security income can be seen electronically and proof for income does not need to be submitted. (Other benefit recipients can also be checked electronically.)

- LIHEAP Cash is the first step for clients to apply for. This program is a onetime only benefit, with a minimum of \$200 and maximum of \$1000.
- LIHEAP Crisis is the second level program. This can be used multiple times up to a maximum of \$600. Clients must be in a crisis situation, where they are currently out or will run out of fuel within 15 days, or have an active electricity shut-off or electricity shut-off notice.
- Crisis Weatherization is the third level program. This program is an option if heating elements are broken. Clients must qualify for other programs first. Renters can still apply for this program. (Exclusions: renters in Section 8 or subsidized housing with heat included.)

Energy Assistance: PPL, Presented by Gladys Malone and Crystal Werhel

Handouts were distributed. Programs are similar to LIHEAP Programs. The shut-off moratorium runs December 1 to April 1. Physician letters for shut-off notices are limited to a set number in a given time period. PPL is working to increase awareness of their services in the community.

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They are providing a mobile van to do education, provide energy kits, and distribute applications. The energy van is available for events to educate the community.

- Operation Help is administered by Community Action Partnership (CAP). This program is for any type of heat (oil or electric). Income requirements are 200% of the poverty level or less. Applicants must be a current PPL customer. Funds are sent directly to the vendor for energy costs.
- WRAP Weatherization Program offers free services for clients. The income limit is 200% of the poverty level. Clients do not have to be a homeowner. Clients can apply online. There is a 3 year limit on frequency of services at a given residence, not on the client. For clients with high usage, WRAP services are provided to help lower use.
- On Track is a special budget billing program for low income clients. This program helps customers pay down their energy bills. The income limit is 150% of the poverty level. Clients no longer need to be payment troubled to be eligible for this program, they simply need to qualify as low income (example: clients who have trouble paying their bill but do manage to pay each month). Clients who default (2 missed payments) need to make up payments before being put back on the program. Clients can apply online.

Energy Assistance: UGI, Presented by Gabby Watts

UGI programs are similar to PPL programs. The application includes household information, income and income source verification.

- UGI CAP Program is a personalized bill plan based on income and usage. CAP credits are given for bills with fluctuating use. A bill forgiveness plan is available for a term of 36 months (3 years). Income eligibility is set at 150% of the poverty level.
- UGI LIURP is available for clients at or below 150% of the poverty level. This program provides weatherization to decrease energy usage.
- Operation Share is available for clients at or below 200% of the poverty level who are experiencing a temporary hardship and have fallen behind in their energy bills. This benefit can be used up to a maximum of \$400.
- UGI CARES Program is a referral program for clients with special circumstances.
- UGI Rehabilitation Program is for individuals who are interested in providing energy saving work.

WINTER SHELTER UPDATES

Columbia: Information to be provided.

Elizabethtown Community Housing and Outreach Services (ECHOS), Presented by Deb Jones

This program serves clients in the Elizabethtown, Bainbridge, Rheems, Mount Joy, Maytown, and Marietta areas. This is their fourth year hosting Winter Shelter. The shelter will run from December 3 to April 5, and will be held at Community Place on Washington. Admission will be at the shelter with check-in between 6 to 8 PM; ECHOS prefers clients call ahead, but they will not turn away walk-in clients. After 8 PM clients must arrive by police escort. Clients will be

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provided a meal upon arrival at shelter, showers, and a light breakfast before clients leave. Client eligibility criteria provided via handout. All documentation is housed in Empower Lancaster. Francis Rubius is the winter shelter coordinator.

Crisis Housing units will be opening in less than 2 weeks. This will consist of 3 units. Clients in this program will have a stay of 90 days or less. The program will provide intensive case management. Clients must meet Rapid Rehousing (RRH) and shelter criteria, and have issues with being in a communal space.

Women's Winter Shelter, Presented by Becky Saner

Women's winter shelter will be held at St. Mary's Church on Prince and Vine in Lancaster City. Check-in will be from 7 to 9 PM. Walk-ins after hours must be escorted by Lancaster City Police. Providers/clients can call the Council of Churches or Becky Saner with questions (717.490.0548).

Water Street Mission: Winter Shelter

Women can have services and daytime shelter at Water Street for 37 days, with sleeping at night at St. Mary's. If women choose not to enroll in the Water Street Mission program, they must be out of services and daytime shelter for 30 days, before they can reenter. Registration for newly homeless clients (who have not accessed Water Street Mission's facility in the last 2 years), must register between 8 AM and 3 PM, Monday through Friday. Providers/clients should call the main number to register. Clients discharged from the Emergency Department can take discharge orders with them to be readmitted to shelter.

CHART UPDATES

CHART is the coordinated entry point for the homeless system. 211 is the starting point for entry; clients should call 211 to be screened for eligibility. Once eligibility is confirmed, clients are scheduled for an intake appointment for shelter and/or RRH space.

THE FACTORY MINISTRIES

Updates, Presented by Shira Kauffman

Shira presented a message from The Factory Ministries Board, sharing that they are providing strong leadership in light of last week's events, and staff are continuing to provide client services.

Crisis Housing is planned for the lower level of their building. This will provide flexible space for individuals that cannot be served by traditional shelter. The opening date for this is not currently available.

A Safe Parking Lot is planned for clients to park safely overnight. Check-in for this program is proposed at 7 PM. Clients will have access to showers and the services available in Crisis Housing, while staying in their personal vehicle. The opening date for this is not currently available. The program is not currently geographically limited.

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TLC CRISIS HOUSING

Update, Presented by Doug Hopwood

This program consists of 2 units and is for Care Connections patients only.

CASEWORTHY UPDATES

No update

SCHOOL SOCIAL WORKER UPDATES

No update

AGENCY GOOD NEWS, SHARING AND ANNOUNCEMENTS

Healthy Beginnings hired a Masters of Social Work (MSW) position with Drug and Alcohol background.

Jewish Life Services is hiring a part-time (day) administrative position.

The Project for the Needy will be held the Saturday before Christmas (December 22). This project provides turkey dinners to clients. Clients from the Towers do not need to come to the stadium, as they have an onsite distribution program. Pick-up for client deliveries will be at the back of the stadium. Other towns are also partnering with this program to provide meals in their areas.

Mid Penn Legal Services is holding custody workshops, as well as sessions for Grandparents and third party unrelated custody rights. These workshops are offered in both English and Spanish. Clients can sign-up for workshops through Mid Penn Legal's website or by calling their office.

The Free Thanksgiving Meal list is on the 211 website.

Programs providing toiletries that cannot be purchased with benefits are lacking. There is a potential grant opportunity to start such a program. Those interested should contact Toni Gainer. Becky Saner shared that the Council of Churches has hygiene products available by case worker referral only.

NEXT MEETING

The next meeting will be Monday, January 28, 2019 at 2:30 pm at Burle Industries, New Holland Avenue, Lancaster.

Minutes and Agendas are posted to: www.PA211East.org.

If you have any questions or comments, please contact Toni at gainer@uwlanc.org

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