



United Way
of Lancaster County



Minutes:

**CROSS PROBLEMS AND
HOMELESS SERVICE PROVIDERS NETWORK**

Monday, November 20, 2017

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

ATTENDANCE

Chair Doug Hopwood presided.
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

Emergency Preparedness Training Program, Presented by Brian Long, PA LINK

In emergency situations, people with special needs are the most vulnerable. Emergency notification to people with special needs may be difficult. PA LINK offers Emergency Preparedness Training materials and programs. Emergency preparedness pamphlet distributed; this document contains a form for personal emergency information (a digital bracelet for this purpose was also distributed). Everyone should have a personal escape plan and "go pack" to last them up to 96 hours. In our area, the American Red Cross is the shelter organizer. Anyone interested in Emergency Preparedness Training (PA LINK 2 hour workshop) can contact Brian at bllink@mail.com.

Energy Assistance

LIHEAP, Presented by Shannon Wolpert

Applications and information handouts provided. LIHEAP is available from November 1, 2017 to April 6, 2018. The first step in the process is to submit an application - It MUST be this year's application. Applications are processed by staff in Lancaster; processing time is about the same for paper and digital submissions. There are 4 types of LIHEAP: (1) cash, (2) crisis, (3) weatherization, and (4) crisis weatherization.

1. Cash: minimum award of \$200, maximum award of \$1000; one time award.
2. Crisis: minimum award of \$25, maximum award of \$500; criteria shared for eligibility.
3. Weatherization and crisis weatherization: eligibility criteria shared; can be requested by tenant, but landlord must sign off to authorize work to be done. Space heaters may be leased to clients temporarily to provide heat until repairs can be made.

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Proof of income: Social Security income is automatically verified through the welfare system. Income is based on gross income received during the month prior to the date of application for all members of the household who reside in the home during the month of application. Clients with a fluctuating income can request an annualized income. Supplemental payments are not in effect this year. Primary heat source is the energy source for the heat for the home; secondary heat source is the energy to power the heating unit (always electric). Tenants who apply and have heat included in their rent receive a direct pay (50% of grant amount) from LIHEAP; all other applicants have direct pay to the vendor providing service. Providers were encouraged to have clients utilize the State Customer Service center: Monday through Friday from 8 AM to 5 PM and gets you a live representative (1.877.395.8930). Clients wishing to leave a message for their case worker can do so by calling this number as well.

PPL, Presented by Crystal Werhel, Community Action Partnership

Community Action Partnership (CAP) holds the contract for PPL client assistance. MetEd clients must contact Harrisburg CAC. Past overdue bills cannot be waived for clients before new services are turned on.

1. OnTrack is an 18 month, subsidized program for payment troubled clients. The income guidelines are the same as for LIHEAP. The program is based on subsidized payments for a consistent monthly payment amount. The first point of contact for the client is PPL. A paper or online application is submitted along with income verification (there is no access for electronic verification). It is important for customers to make these payments each month. If the customer defaults, they are not able to get back on the program until the missed payments are made.
2. Operation Help is a one-time grant, distributed in a maximum of \$500. This is for regularly paying customers who have a short-term crisis.
3. Wrap is a free weatherization program. Referrals can be submitted through PPL or CAP. There is a waiting list for this program. CAP also has free weatherization kits.
4. In some instances, CAP staff can assist with waivers for the electric service deposit.

PPL outage reporting number: 800-342-5775

UGI, Presented by Gabby Watts

The UGI programs are similar to the programs offered by PPL. Both heating and non-heating accounts are eligible for programs. Deposit waivers are available if certain criteria are met: a deposit can be billed or waived, depending on income verification. The first step for any program is to contact the energy provider.

1. The Customer Assistance Program (CAP) can establish a personalized monthly payment schedule, as well as provide debt forgiveness (36 months). CAP credits can be given for the difference between the client usage and the amount paid through CAP. High usage is monitored for any inefficiencies within the house and/or fraudulent use.
2. Operation Share is a one-time, short-term crisis coverage for a client's bill.
3. LIURP is a weatherization program to make free repairs to the home to make it more energy efficient (up to \$700 in repairs).

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4. The CARES program can help the customer determine which program would be most beneficial for them.
5. Medical waivers, up to 3 (30 days each) can be authorized with a physician's signature.

LANCASTER COUNTY COALITION TO END HOMELESSNESS (LCCEH) UPDATES

Winter Shelter Openings

An overview of winter shelter information will be sent electronically to committee members.

Elizabethtown Community Housing and Outreach Services (ECHOS) will open its shelter from December 4 to March, and is held at St. Paul's United Methodist Church at 398 N Locust St in Elizabethtown; this is their third year in operation. Referrals can be sent to 211, the main ECHOS office at 717.361.0740, or the program coordinator at 717.690.9260 or etownwintershelter@gmail.com. They accept men, women, and families, and are handicap accessible. Intakes are completed from 7-8 PM daily; after hours referrals must have a police escort from the client's local police department. They cover the areas of Elizabethtown, Bainbridge, Rheems, Mount Joy, Maytown, and Marietta.

The Columbia shelter will operate at Vision Columbia at 291 S Fourth St in Columbia, and opens on November 27. In addition to nightly shelter, they will also offer a drop-in area from 9 AM to 5 PM Monday through Friday. They serve the Columbia area only. The program coordinator can be reached at 717.449.4136.

The YWCA of Lancaster will open winter shelter to women and their children on December 4.

Water Street Mission will open the winter shelter to men only beginning December 4. (For those seeking admission into the Mission's other programs, an intake must be completed and approved by 3 PM Monday through Friday.)

CHART: CHART will be closed Thursday and Friday for the Thanksgiving holiday.

CaseWorthy

The CaseWorthy update went well; no new updates at this time. Providers were encouraged to utilize this system for client documentation.

SCHOOL SOCIAL WORKER UPDATES:

No report

AGENCY GOOD NEWS, SHARING AND ANNOUNCEMENTS

- The Christmas box give away will occur on Saturday December 23 starting at 7 AM at the Clipper Stadium. To make arrangements for clients who are unable to travel to the

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location, call Doug Hopwood at 717.397.3034 for alternate pick-up. Anyone wishing to volunteer can just show up.

- Beth Crosby will be retiring January 31, 2018. Anyone interested in this position can contact the Director at: kwittel@loveinclancaster.org. Love's Homes of Hope program has several openings at various school districts. (Columbia, Warwick, Ephrata and Penn Manor.) A home will be opening soon in the Lampeter-Strasburg District.
- Tabor Community Services has 2 openings: a front desk individual and a case manager for families and RMO clients.

NEXT MEETING

The next meeting will be Monday, January 22nd, 2018 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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