



United Way of Long Island

# Holistic Energy Assistance Services

## Project Warmth

June 2008

# Introduction



Whether a caller comes to Project Warmth through

- Information and Referral
- Referral through the utility or fuel company
- seek assistance through their local church
- Or are referred by another agency

the heating emergency is not the entire story.

Through our intake process our case managers try to evaluate the needs of the client.

# Basic Guidelines of the Program



- Residency in Nassau County, Suffolk County or the Rockaway area in Queens (LIPA service area).
- Show a heating and/or fuel-related electric bill in applicant's name and address that is in termination, pending disconnect or severely overdue (*for any fuel source*) or be financially unable to secure heating oil/propane/kerosene etc. when the tank is empty/near empty.
- Demonstrate financial hardship and provide an acceptable explanation for arrears.

# Guidelines continued

- Applicant may only receive fuel and/or one fuel related electric assistance once per program year.
- Applicants eligible for Emergency HEAP **must** apply to HEAP prior to applying to Project Warmth.
- Upon receiving a termination notice immediately apply for Emergency HEAP
- An Emergency HEAP approval provides gas/electric customers with a 30-day hold on terminations, allowing for time to apply for Project Warmth and make deferred payment arrangements with the vendor.

# Case Profile



- Client came into agency seeking assistance with her utility bills.
- She is a single parent with two children, the survivor of domestic violence.
- United Way partner agency dealing with domestic violence referred her to Project Warmth.
- Client had already received pro bono facial reconstructive surgery.
- Client had already completed both GED and received medical assistant certificate.

# Profile (continued)

- After working for a period of time her hours were cut from 35 hours to 15 hours.
- She is receiving Section 8 rent subsidy \$1,474 for total rent of \$1,700.
  - Has combined cable with telephone and internet each costing \$39 per month.
- Client is also on food stamps.
- Client has received LIHEAP benefits

# Client Application



		To: Lois Grant Phone: 631-940-3746 Fax: 631-940-2554 E-Mail: <a href="mailto:lgrant@unitedwayil.org">lgrant@unitedwayil.org</a>		From: Agency: Phone: Fax/E-Mail:	
819 Grand Blvd., Deer Park, NY 11729					
<b>2007-2008 APPLICATION</b>					
DATE:		Would Client be available for interview, TV, Radio, Print?			
Last Name of Applicant		First Name		Home Phone # 718 516 631	Social Security #
Melissa		Melissa			xxx-xx-xxxx
Address: 123 Any Street		City/State/Zip:		Any Town, NY	
Cross Street		CIRCLE HEAP:	EMERGENCY	Name of Oil Propane Vendor	CIRCLE Elec. Heat Vendor
#Adults in Household:	#Children in Household:	Received Amt. HEAP\$		Nationalgrid/KeySpan	CIRCLE Fuel Related Elec Vendor
1	2	Pending		125	LIPA Freeport
		Not Eligible		310	Greenport
		Not Applied		435	Rockville Centre
		Closed		Arrears 605.53	Rockville Centre
				Disconnect	Arrears 913.43
				Terminated	Disconnect
					Terminated
Describe reason for emergency/arrears: Hours out as medical asst. 35 to 15. Client has earned GED and training cert.. Client was physically abused for 17 years had facial surgery (pro bono) due to abuse.					
List other agencies/ services you referred client to: Completed applications for reduced rates for National Grid, On Track Program, REAP energy audit pending, applied for increased food stamps, using food pantry, thrift shop for clothing. Will pursue lower housing.					
<b>MONTHLY INCOME/EXPENSE INFORMATION</b>					
SOURCE OF INCOME	GROSS MONTHLY	NET MONTHLY	EXPENSES	AMOUNT MONTHLY	
Employment	\$ 750.00		Rent/Mortgage/Taxes	\$ 1,700.00	
Unemployment Benefits			Oil		
Pension			Nationalgrid/KeySpan	\$ 200.00	
Veterans Benefits			LIPA Elec. Heat		
Workman's Compensation			LIPA/Fuel Related Elec.	\$ 115.00	
SSI			Telephone	\$ 124.00	
SSD			Water		
Social Security			Food	\$ 200.00	
Survivor Benefits			Doctor/Prescriptions		
Public Assistance			Insurance Auto	\$ 215.04	
Child Support			Medical		
Section 8 Rent Subsidy	\$ 1,474.00		Life/Home Owners		
Food Stamps/WIC/etc	\$ 60.00		Cable/Satellite		
OTHER			Loans/Charge Accounts		
			Cell Phone/Pager prepaid	\$ 30.00	
			Other		
TOTAL MONTHLY INCOME	\$ 2,284.00	\$ -	TOTAL MONTHLY EXPENSES	\$ 2,584.04	
Client's signature attests to the accuracy of the information provided, and further allows this agency's staff to advocate on behalf of this client for emergency fuel services. Providing misleading or inaccurate information could prevent future assistance through Project Warmth. Client further understands that completion of this application does not guarantee assistance from Project Warmth.					
Applicant Signature				Date:	

# Advocate Interview



- Project Warmth application completed by advocate for submission.
- As a result of the interview client was also referred to the following:
  - Food Stamps – due to change in income client need to reapply for additional food stamps for family.
  - Church also brought client to food pantry to assist with needs in addition to food stamps.
  - Church also assisted with clothing from thrift shop for client and children.

# Additional Avenues



- National Grid just began a Residential Reduced Rate Program for clients receiving assistance. Completed application for submission.
  - LIHEAP, Medicaid, Food Stamps, Family Assistance, Public Assistance, SSI, Veteran's Disability Pension, Veteran's Surviving Spouse Pension or Child Health Plus.
  
- Client also completed the On Track application for National Grid.
  - 18 month program using financial planning tools and program incentives (arrears forgiveness during the program) to those who carry out their payment obligations. This is for National Grid gas customers only.

# Additional Avenues

- Client was then given a brochure for the LIPA REAP (Residential Energy Affordability Partnership) agency made the call to set up an appointment.
  - Replaces incandescent light bulbs with compact fluorescent models wherever possible.
  - Refrigerator is metered to determine if consumption is high enough to warrant replacement with high efficiency model.
  - Electric water heater insulating jackets
  - Energy efficient water flow devices.

# Advocacy Tools – Energy Forum



➤ United Way in partnership with LIPA REAP, National Grid, and Community Development Corp. hold an Energy Forum for Advocates of Low-Income Families. It is an effort to inform our advocates of the programs and guidelines available

Speakers give an overview of program, any dramatic changes in guidelines and are available for questions.

- LIHEAP program Nassau and Suffolk
- LIHEAP weatherization
- REAP program
- Food Stamps

# Energy Forum



- Project Warmth
- SSI guarantee
- Utility termination process
- On-Track program
- Law Services
- National Grid energy assistance program

# Advocacy Tools

- Additional Services and Referrals
  - Financial planning - budgeting
  - Housing
  - Emergency Shelter
  - Food Stamps
  - Food pantries
  - Emergency Food and Shelter Program
  - Job Training

# Advocacy Tools

Seniors - Aging

- Legal Services

- Access to home

- Communication lifeline

- Earned income tax credit

# And Finally

Any alerts of additional benefits are immediately sent to all partner agencies through e-mail and our partner agency newsletter. Such as:

- Economic Stimulus – especially for seniors who do not fill out income tax forms.
- Additional LIHEAP benefits
- Television alert – especially for seniors who may not understand what will happen.
- New Programs as they become available