BUNCOMBE COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES

LOW INCOME ENERGY ASSISTANCE OUTREACH PLAN

	LIEAP	CIP
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1. The following agencies or groups will be contacted to encourage their participation on an interagency committee for CIP and/or LIEAP:

   Western Carolina Rescue Ministries

2. Committee meetings will be scheduled for the following dates and times (you may list tentative dates):

   The interagency committee for the Low Income Energy Assistance Program/ Crisis Intervention Program is the Buncombe Emergency Assistance Coordinating Network (BEACON). This committee meets the fourth Tuesday of every month at 9:00am. The dates are:

July 23, 2013	February 25, 2014
August 27, 2013	March 25, 2014
September 24, 2013	April 22, 2014
October 22, 2013	May 27, 2014
November 26, 2013	June 24, 2014
January 28, 2014	

3. The following agencies or groups will provide outreach services for CIP and/or LIEAP:

Asheville-Buncombe Community Christian Ministries	Salvation Army
American Red Cross	Eblen Charities
Big Ivy Community Center	Hearts with Hands
Hillcrest Resource Center	MANNA Food Bank
Children First Communities in Schools	Meals on Wheels
Community Action Opportunities	Catholic Services
Council on Aging of Buncombe County	Jewish Family Services
City of Asheville Homeless Initiative	St. Vincent De Paul Society
Housing Authority City of Asheville	
Swannanoa Community Council	
Swannanoa Valley Christian Ministry	
United Way of Asheville and Buncombe County (211)	
Buncombe County Department of Social Services	

a. What outreach activities will each agency provide to those individuals and families with the lowest income and highest relative energy costs and needs?

These agencies already belong to the Interagency Committee for FY 2014 and agree to provide outreach services. The mission of this committee, the Buncombe Emergency Assistance Coordinating Network, is to coordinate the efficient, effective and compassionate provision of emergency assistance through information sharing and joint problem solving by member agencies. Each agency will be given information about the program guidelines, services, and application procedures to share with their customers.

b. What outreach activities will each agency provide to households with a member age 60 and over?

Representatives from each agency have been informed about the services offered through the Council on Aging and Weatherization programs. Along with informing those households about the CIP and LIEAP programs, these agencies will make referrals to the Council on Aging or Weatherization programs as needed.

4. Outreach for CIP and/or LIEAP will be coordinated between the county department of social services and each agency in 3. above in the following ways:

During each committee meeting, these organizations will receive updates about the services and application procedures for LIEAP and CIP.

They will be provided with handouts and brochures to pass on to their customers.

5. How will the county department of social services coordinate with aging and adult services to provide outreach that will target the elderly population age 60 and over and disabled persons and receiving services through their agency?

Contractor will coordinate with Buncombe County Council on Aging to refer clients for Low Income Energy Assistance. They will arrange telephone applications for homebound applicants and then assist in getting paperwork signed by the customers. There will also be meetings with CAP and APS workers at DHHS so they are informed about the energy programs.

6. The following newspapers, radio stations, and television stations will be contacted to request that they publicize the energy program:

Asheville Citizen-Times
Mountain Express
WLOS-TV
WWNC (AM 570)
WKSF-FM (99.9 Kiss Country)
WQNS-FM (Rock 104.9)
WTPT-FM (Rock 93.3)

Buncombe County Government Web Site
www.buncombecounty.org
Buncombe County Government Access Channel (BCTV)

APPLICATION TAKING

1.
   a. CIP is a year-round program which runs July 1st through June 30th statewide.
   b. LIEAP application-taking will be from December 2nd through March 31st or until funds are exhausted.

2. The following agencies or groups will provide application-taking and processing services for CIP and/or LIEAP (please list their addresses, and hours for CIP and/or LIEAP):

Low Income Energy Assistance Program (LIEAP)

Applications for the Low Income Energy Assistance Program will be taken at Eblen Charities from December 1, 2013 through March 31, 2014. Buncombe County currently has no plans to take after hours and/or weekend applications, but this may be changed depending on the demand to serve all individuals interested in applying for Low Income Energy Assistance.

Eblen Charities
12 Regent Park Blvd
Asheville, NC 28806

Crisis Intervention Program (CIP), Energy Neighbor, and Helping Each Member Cope

Applications for the Crisis Intervention Program, Progress Energy's Energy Neighbor Program, and Haywood EMC's Helping Every Member Cope program will be taken at Asheville-Buncombe Community Christian Ministries (ABCCM), Eblen-Kimmel Charitable Foundation, and Swannanoa Valley Christian Ministries as well as, at other human services agencies in the community as arranged. These applications will be taken daily from 8:00am until 5:00pm, Monday through Friday.

Eblen Charities:
12 Regent park Blvd.
Asheville, NC 28806

Swannanoa Valley Christian Ministries
101 N. Ridgeway Ave.
Black Mountain, NC 28711

ABCCM North
108 North Main St
Weaverville NC 28787

ABCCM- Main Office
24 Cumberland Avenue
Asheville, NC 28801

ABCCM- South Office
10 Buck Shoals Rd
Arden, NC 28704

ABCCM- Hominy Valley
55 Candler School Rd
Candler, NC 28715

3. Any additional comments or activities planned for CIP and/or LIEAP.

> The Department of Health and Human Services will coordinate with contracted agencies through regular meetings, frequent telephone discussions, training, and monitoring.
>
> Arrangements will be made for Low Income Energy Assistance Program applications to be made by telephone for those applicants who are unable to apply in person.
>
> Crisis Intervention and Low Income Energy Assistance Program payments will be made directly to vendors. The Department of Social Services will maintain the list of participating vendors.

4. The maximum allowed CIP benefit amount per eligible household is $ 600 per fiscal year (July 1 – June 30). This applies to all counties.

This Outreach Plan applies to LIEAP and CIP only. Energy Neighbor, Share the Warmth, Wake Electric Round Up, and Helping Each Member Cope funds are not governed by this Plan. Please refer to the appropriate Energy Manual section for eligibility criteria regarding those funds.

Maudey Stone

Director's Signature

August 1, 2013

Date

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