

ENERGY PROGRAMS OUTREACH PLAN

The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded block grant program that is comprised of three different programs - Crisis Intervention Program (CIP), Low Income Energy Assistance Program (LIEAP) and Weatherization. There are also non-Federal Crisis Intervention Programs - Energy Neighbor, Share the Warmth, Wake Electric Round Up, and Helping Each Member Cope.

To maximize the success of this program, outreach to county residents through key community partner stakeholders, each county department of social services is required to develop and implement an Energy Program Outreach Plan (EPOP). This plan is a framework to assure that eligible households are made aware of the assistance available through these programs.

The county director and/or his/her designee is required to develop the EPOP, which addresses outreach and application activities related to the Energy Programs. The Outreach Plan is due to North Carolina Department of Health and Human Services (NCDHHS) by July 27, 2020.

Each county must form an outreach planning committee that creates the opportunity for county-level collaboration to discuss and plan how to effectively reach county residents to inform them of the services provided by the energy programs. The committee should meet at least twice yearly; September for outreach planning related to LIEAP and April to review the outcomes related to LIEAP and to plan for outreach activities for summer weather.

Energy Assistance Outreach Plan

Answer all questions below. Address CIP, non-Federal CIP, and LIEAP where appropriate:

COMMITTEE MEMBERSHIP

The Director of Social Services should engage a number of various community partners such as Vendors, Housing Authority, Public Libraries, Public School System/Local Colleges/Head Start, Legal Services, Meals on Wheels, Media, Public Health/Health Centers, Churches, Food Banks, Councils on Aging/Senior Centers, Community based Indian organizations, Volunteer Programs, Vocational Rehabilitation Offices, and Transportation, services, etc.

1. Provide a list of committee members and their agencies.

Guilford County Department of Health & Human Services, 1203 Maple St. Greensboro, NC 27405 & 325 Russell Ave. High Point NC 27260

Senior Resources Of Guilford County - 301 E. Washington St. Greensboro, NC 27403 & 600 N. Hamilton St. High Point, NC 27260

Adult Center for Enrichment - PO Box 13048 Greensboro, NC 27415

Various Local Churches

Beacon Management Group (affordable housing communities for Seniors)

Greensboro Urban Ministry - 305 W. Lee St. Greensboro, NC 27406

Social Security Administration - 6005 landmark Center Blvd. Greensboro, NC 27409

Greensboro Public Library - 219 N. Church St. Greensboro, NC 27401

Greensboro Housing Authority - 450 N. Church St. Greensboro, NC 27401

High Point Housing Authority - 500 E. Russell Ave. High Point, NC 27260

2. Provide potential meeting dates, times, locations, as well as agenda topics.
September 11, 2020, September 25, 2020 and October 9, 2020 from 10AM to 12PM

Guilford County Department of Social Services

1203 Maple St. Greensboro, NC 27405

Define how DSS/DHS will work with the committee as well as any other agencies to collaborate regarding the Energy Program and how outreach will be provided to the citizens in your area.

We will provide scheduled outreach to complete LIEAP Applications at our community partner agencies.

We will connect with our local energy providers and local media to ensure community awareness of the programs.

1. What is the process for referring customers? What marketing tools or items will be used (please provide a copy of your previous marketing materials & how you plan to enhance those in the future)?

This agency will use mass mailing to inform clients when and where to apply for services, posters and news media. Guilford County will also conduct outreaches in the local community centers in low income areas.

2. What strategy does the county have, to continue collaborative efforts with community partners to complete outreach activities to target potential eligible households including individuals and families?

We plan to provide scheduled outreaches to assist in completing LIEAP applications at various senior housing sites within the county. We are working closely with the Aging & Adult Services Division as well as Senior Resources of Guilford County. We will utilize both state and agency DAAS report to target areas of highest vulnerability as first priority.

3. What additional activities will be conducted to target households with members with children under 5, age 60 and over and disabled?

This agency will collaborate with Greensboro Housing Authority and High Point Housing Authority to target household's with children under 5, the disabled and individuals over 60.

Media involvement is vital to the success to outreach activities. How will your county utilize media such as newspapers, social media, radio and television stations to publicize the Energy Programs?

All media outlets will be advised of upcoming program deadlines and what is required to apply for services.

1. Provide a list of media outlets that will be used as well as timeframes in which they will be contacted (provide examples of how the county can enhance these efforts):

WFMY News 2 * FOX 8 News * WXII News 12 * Spectrum News 14

Greensboro News & Record * High Point Enterprise * Rhinoceros Times

ORGANIZATIONAL STRUCTURE:

Counties are required to provide application processes for CIP, non-Federal CIP programs, and/or LIEAP. This information must be reported to the NCDHHS annually.

1. Provide hours of operation, location and whether the programs are in house or contracted out. If your agency contracts out to other agencies attach the contract(s).
Monday through Friday 8 a.m. - 5 p.m.

Guilford County Department of Social Services 1203 Maple St. Greensboro, NC 27405

Guilford County Department of Social Services 325 East Russell Ave. High Point, NC 27260

BEST PRACTICES:

Best practices are a method or technique that has been generally accepted as superior to any alternatives because it produces results. Best practices are essential to the program.

1. If your county has gone above and beyond what is listed on this form please provide this information below:

Guilford County will assist county residents in low income areas and senior living facilities with on-site applications.

2. Any additional comments or activities for CIP, non-Federal CIP, and/or LIEAP:

CONTACT INFORMATION:

Your contact information is essential to the success of the Energy Programs. Please complete the following information.

Name: Randal Hoover

Address: 1203 Maple St. Greensboro, NC 27405

Telephone: (336) 641-3681

Email: rhoover@guilfordcountync.gov

DSS-8119ia (06/18)
Economic and Family Services

Please indicate which program:

☒ LIEAP

☒ CIP

Name: Jacqueline Thomas

Address: 1203 Maple St. Greensboro NC 27405

Telephone: (336) 641-3676

Email: jthomas6@guilfordcountync.gov

Please indicate which program:

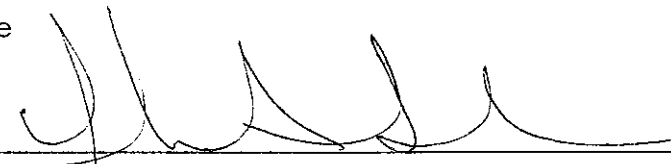
☒ LIEAP

☒ CIP

This plan must be approved by the local Board of Social Services/Human Services Board or local agency governing body prior to submission. Refer to the latest Dear County Director Letter for instructions on how to submit this document to the North Carolina State office.

Board of Social Services/Human Services or governing body Signature

Date



Director's Signature

6-29-20

Date