

**MECKLENBURG COUNTY  
DEPARTMENT OF SOCIAL SERVICES**

**LOW INCOME ENERGY ASSISTANCE OUTREACH PLAN**

	<b>LIEAP</b>	<b>CIP</b>
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**Please address both LIEAP and CIP where appropriate.**

**OUTREACH**

1. The Mecklenburg County Department of Social Services (DSS) collaborates with the Crisis Assistance Ministry (CAM) Housing and Financial Stability Network (HFS) to provide LIEAP and CIP services through Energy Programs. The CAM HFS network is made up of over 100 agencies who work with the vulnerable clients in our area.

The following agencies or groups will be contacted to encourage their participation on an interagency committee for Low Income Energy Assistance Program (LIEAP) and/or Crisis Intervention Program (CIP):

**Housing and Financial Stability Network: CAM Partner Referral Agencies**

- Ada Jenkins Center
- Alternative Living Solutions
- Amara Wellness (formerly Person Centered Partnerships)
- Atrium
- Arc of NC
- Bethlehem Center Head Start
- Bradley-Reid Corp
- Care Ring
- Carolina Family Alliance
- Carolina Therapeutic Services 1st
- Carolinas Care Partnership
- Community Care Partners of Greater Mecklenburg
- Center for Community Transition
- Charlotte Area Fund
- Charlotte Family Housing
- CMC Elizabeth Family Medicine
- Communities In Schools
- Community Support Services: Prevention and Intervention Services
- Davita Dialysis
- Day By Day Family Services
- Department of Social Services
- DSI Dialysis
- Family Endeavors
- Family First Community Services
- Family Innovations
- Fresenius Kidney Center
- Gracemar Services
- Heavenly Hands Family Services
- HomeCare for the Carolinas
- InnerVision Inc
- Lutheran Services Carolinas
- Metrolina Association for Blind
- OneCare Behavioral Health System
- Piedmont Health Services and Sickle Cell
- Pride in North Carolina
- Progressive Recovery Resources
- Promise Resource Network
- Quality Home Care Svcs
- RAIN
- Renaissance West Community Initiative
- Salvation Army Women's Shelter Center of Hope
- Smart Start
- Symmetry Behavioral Health Serv
- The Relatives
- Thompson Child & Family
- Urban League of Central Carolina
- Urban Ministry Center

**Immigrant Agencies:**

- Catholic Social Services
- Carolina Refugee Resettlement Agency
- Central Piedmont Community College English Second Language Community Sites

**Senior Centers:**

- Ada Jenkins Center
- Matthews Help Center

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

The Housing and Financial Stability Network meetings are held on the second Thursday of each month from 10 AM to 11 AM. The LIEAP program will be discussed at the September 13, 2018 and October 11, 2018 meetings.

3. The following agencies or groups will provide outreach services for CIP and/or LIEAP: The members of the Housing and Financial Stability Network and MedAssist. Mecklenburg County community partners will receive information about the energy program as well as pamphlets to distribute in the community. CAM is the primary outreach agency and the contracted administrator of the CIP program.

- a. What outreach activities will each agency provide to those individuals and families with the lowest income and highest relative energy costs and needs? DSS staff will provide agencies with information and materials for distribution. DSS staff will also attend meetings to discuss the program.
- b. What outreach activities will each agency provide to households with a member age 60 and over?

DSS will alert case managers and social workers from its Adult Protective Services, Community Social Work, Senior Nutrition Program (congregate and home delivered meals) areas about the LIEAP focus areas and ask them to complete applications for their clients. DSS will ensure that disabled persons receiving services through the Division of Aging and Adult Service (DAAS) are contacted and offered an opportunity to participate.

Externally, we will partner with Senior Centers, Park & Recreation Centers, Centralina Area on Aging, Mecklenburg County Office of Veteran Affairs, Charlotte Housing Authority locations and other community groups who serve senior and disabled clients. DSS will ask these to agencies provide LIEAP information to their staff and clients, and make the appropriate referrals.

LIEAP applications will be taken via home visits and phone interviews as needed.

4. Outreach for CIP and/or LIEAP will be coordinated between the county department of social services and each agency in number 3 above in the following ways: DSS staff will provide program information and materials for distribution to the listed agencies. DSS staff will also attend meetings to discuss the program.
5. The Mecklenburg County Public Information Department maintains a media distribution list. The following newspapers, radio stations, and television stations will be contacted to request that they publicize the energy program:

Charlotte Observer  
WBAV-FM  
WBT-AM  
WBT-FM  
Mecklenburg Times

WCNC-TV  
WBTB-TV  
WSOC-TV  
WRFX-FM  
WGAS-AM

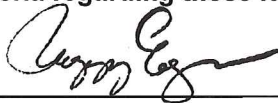
WOGR-AM  
WNKS-FM  
Q City Metro  
WKKT-FM  
WTVI-TV  
WFAE-FM  
WRFX-FM  
WFHE-FM  
Q-Notes  
KMOV-TV  
WEND-FM  
WSOC-FM  
WCNC-TV  
WXNC-AM  
WCEO-AM  
WGSP-FM  
WAVO-AM  
WTIX-AM  
WJZY-TV  
WGAS-AM  
WBCN-AM  
WCNC-TV  
WTSP-TV  
WCCB-TV  
WNKS-FM

WNOW-AM  
WNKS-FM  
WCCB-TV  
WGAS-AM  
WOGR-AM  
WFNZ-AM  
WBCN-AM  
WNKS-FM  
WTVI-TV  
WCTI-TV  
WVNS-TV  
WNKS-FM  
WSIX-FM  
WNKS-FM  
WPMI-TV  
WCNC-TV  
WBAV-FM  
KIRO-TV  
WCNC-TV  
WFNZ-AM  
WBCN-AM  
WJZY-TV  
Charlotte Post  
WEND-FM

#### APPLICATION TAKING

1.
  - a. CIP is a year-round program that runs July 1<sup>st</sup> through June 30<sup>th</sup> statewide.
  - b. LIEAP applications will be taken from December 1<sup>st</sup> through March 31<sup>st</sup> annually statewide.
2. The following agencies or groups will provide application-taking and processing services for CIP and/or LIEAP:  
  
LIEAP applications will be taken by a combination of DSS staff and temporary employees. DSS will take applications at two locations: Kuralt and Chapin Hall offices. CIP applications will be taken at the two Crisis Assistance Ministry locations. The main location where applications will be recieved is 500-A Spratt St. The second location is in North Division, 212 Gamble St, Davidson, NC 28036, at the Ada Jenkins center.
3. Any additional comments or activities planned for CIP and/or LIEAP: None.
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 provided in Mecklenburg County, and are not governed by this Plan. Please refer to the appropriate Energy Programs policy manual sections for eligibility criteria regarding those funds.**



Mecklenburg County Department of Social Services Director's Signature

July 19<sup>th</sup>, 2018  
Date