ST. LOUIS METRO MEETING

Agenda

- **Introduction**
  - Heather Jones, Department of Social Services
  - Connie Taylor, Urban League of Metropolitan, St. Louis
  - Julie Trachsel, Laclede Gas

- **Purpose of Metro Meeting**
  - Role of Utility
  - Role of Agency
  - Role of DSS

- **Open discussion**
  - Heating season recap
  - Next steps: Any guideline changes from state for next heating season
  - Utility programs

- **Upcoming changes**
  - Laclede/MGE new website – July 2015
OVERVIEW OF LIHEAP IN MISSOURI

Basic Eligibility for LIHEAP
- Citizenship/Legal Permanent Resident Status.
- Resources less than $3,000.
- Responsible for Heating/Cooling Costs.
- Income based on household size less than 135% Federal Poverty Level.

Energy Assistance (EA): One-time payment on primary heating bill provided October – May.

Energy Crisis Intervention Program (ECIP): Payments used to restore or prevent disconnection of primary or secondary fuel source.
- Winter: October – May up to $800
- Summer: June–September up to $300
CONTRACTUAL AGREEMENT

- The State of Missouri Department of Social Services (DSS), Family Support Division (FSD) applies for and receives LIHEAP funding and then contracts with Missouri Community Action Agencies (CAA), or other agencies, to conduct the eligibility determination for LIHEAP applications.
- These contracts include funding for ECIP to be administered by LIHEAP contractors.
SUPPLIER AGREEMENT

- Missouri’s Supplier Agreement can be located on the LIHEAP Clearinghouse web site.
- Or through a direct link to Missouri’s web site at: http://www.dss.mo.gov/fsd/eassist/pdf/supplier_agreement.pdf
- Missouri utilizes one Supplier Agreement for all suppliers.
- Currently Missouri has 651 participating suppliers.
PROCESSING APPLICATIONS

1. Intake
2. Registrations
3. Eligibility Determination
4. Pledge and Pledge Notification
5. Internal Auditing and Training
AGENCY PORTAL

**Pledge Management**
- Pledge Creation/Inquiry
- Manage Existing Pledges
- Manage Funding Types
- Manage Agencies

**Payment Assistance Program**
- Payment Plan Creation/Inquiry
- Manage Payment Plan Applications

**User Management**
- Edit My User Profile
- Manage Users
- Reset My Password
- Confirm New User(s)
- Web App User Access Settings

**Website Management**
- Compose New Announcement
- View Web App Announcements
- Web App Configuration Settings
- Web App Global Access Settings
- Manage Funding Type To SA Type
AGENCY PORTAL

Customer Details

Full Name:

Social Security #:

Phone:

If any of the information above is incorrect, you may edit the information and your changes will be saved after you enter/save a pledge, then you click the 'Next' button at the bottom of this page.

NOTE: Please enter your Pledge on the Gas or Gas Heating Service Agreement to help avoid disconnection or stop severance.

<table>
<thead>
<tr>
<th>Account #</th>
<th>Payoff Bal.</th>
<th>Balance</th>
<th>Total Due</th>
<th>Less Unpaid Pledges</th>
<th>Equals Min Due</th>
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</thead>
<tbody>
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<td>$845.18</td>
<td>$48.60</td>
<td>$48.60</td>
<td>$0.00</td>
<td>$48.60</td>
</tr>
</tbody>
</table>

Gas Heating Residential Metered Service
- Status: Active
- Current Balance: $0.00
- Net Min. Due: $0.00

CRR Payment Arrangement
- Status: Closed
- Current Balance: $0.00
- Net Min. Due: $0.00

CRR Payment Arrangement
- Status: Closed
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CRR Payment Arrangement
- Status: Active
- Current Balance: $48.60
- Net Min. Due: $48.60

Total Net Min Due: $48.60

Completed & Pending Pledges

<table>
<thead>
<tr>
<th>Account ID</th>
<th>SA Type</th>
<th>Status</th>
<th>Date</th>
<th>Pledge Status</th>
<th>Agency</th>
<th>Funding Type</th>
<th>Pledge Amount</th>
<th>Actions</th>
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<tbody>
<tr>
<td>0069890000</td>
<td>Gas Heating Residential Metered Service</td>
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<td>05/02/2014</td>
<td>Paid</td>
<td>Division of Family Services</td>
<td>IA</td>
<td>$221.00</td>
<td>N/A</td>
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<tr>
<td>0069890000</td>
<td>Gas Heating Residential Metered Service</td>
<td>ACTIVE</td>
<td>02/19/2014</td>
<td>Paid</td>
<td>St. Roch Parish - SVDP</td>
<td>AGENCY</td>
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</tbody>
</table>

Legends marked as "N/A" may be because this pledge has been used for an account turn-on, or because you do not work for the agency that originally made this pledge. For more information, please email your Gas Company Contact.
The Urban League’s Leap into LIHEAP

- October 3, 2011, the League begins offering LIHEAP
- Less than one week of training prior to program launch
- Newly hired staff
- Over 500 clients per day
- 22,000 clients in the first season
- Successful launch through unity and teamwork
Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results. —Andrew Carnegie
Areas of Collaboration

- Training and Support
- Communications & Program Improvements
- Advocacy
- Customer Service
- Funding
- Outreach and Events
Matthew Dickey Boys and Girl Club Outreach Event
Laclede Gas Agency Appreciation Luncheon
In Loving Memory of Sarah Billingsley–Walker
Urban League–Laclede Intern
COOL/HEAT or EAT?
TOGETHER, we are making a difference.