

COLLABORATION & COMMUNICATION

STATE, AGENCY, AND UTILITY



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.
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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



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 #:

Elderly?

Disabled?

Phone:

Please Note:

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

Account #:	Payoff Bal.:	Balance:	Total Due:	Less Unpaid Pledges:	Equals Min Due:	Hide
5069890000	\$845.18	\$48.60	\$48.60	\$0.00	\$48.60	

Service Agree.	SA Status	Current Balance	Net Min. Due	Agency	Funding Type	Pledge Amount
Gas Heating Residential Metered Service	Active	\$0.00	\$0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>
CWR Payment Arrangement	Closed	\$0.00	\$0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>
CWR Payment Arrangement	Closed	\$0.00	\$0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>
CWR Payment Arrangement	Active	\$48.60	\$48.60	<input type="text"/>	<input type="text"/>	<input type="text"/>

- Total Net Min Due to Maintain/Restore Gas

Total Net Min Due: \$48.60

[Make Pledge\(s\)](#)

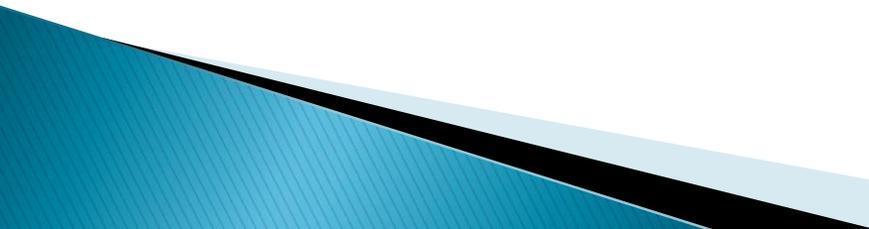
Completed & Pending Pledges

Account ID	SA Type	Status	Date	Pledge Status	Agency	Funding Type	Pledge Amount	Actions
5069890000	Gas Heating Residential Metered Service	ACTIVE	05/02/2014	Paid	Division of Family Services	EA	\$221.00	N/A
5069890000	Gas Heating Residential Metered Service	ACTIVE	02/19/2014	Paid	St. Roch Parish - SVDP	AGNCY	\$200.00	N/A

ledges 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.

[Cancel](#) [Save](#) [Print](#) [Close](#)

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
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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.**

