

Office of Community Assistance Program Updates

Ohio Association of Community Action Agencies
Summer Conference
July 19, 2017



Development
Services Agency

Home Energy Assistance Program

Randy Hunt

Deputy Chief

Office of Community Assistance

2017 Energy Assistance Programs

Funding Source	Amount
HEAP	\$125,873,542
HWAP Transfer (up to 15%)	\$22,212,978
Total Energy Assistance	\$148,086,520

ODSA received the Federal Fiscal Year 2017 final award letter from HHS on June 19, 2017

HEAP Program Summary

as of June 30, 2017

Total Households Served by Federal Poverty Ratio

	Poverty Ratio	Households	Percent
1	Below 75%	167,222	47%
2	75% to 100%	75,809	22%
3	101% to 125%	53,980	15%
4	126% to 150%	38,547	11%
5	151% to 175%	18,390	5%
	Total	353,948	100%

Average HEAP Benefit \$180.49

2017 Winter Crisis Program Summary

Total Households Served by Federal Poverty Ratio

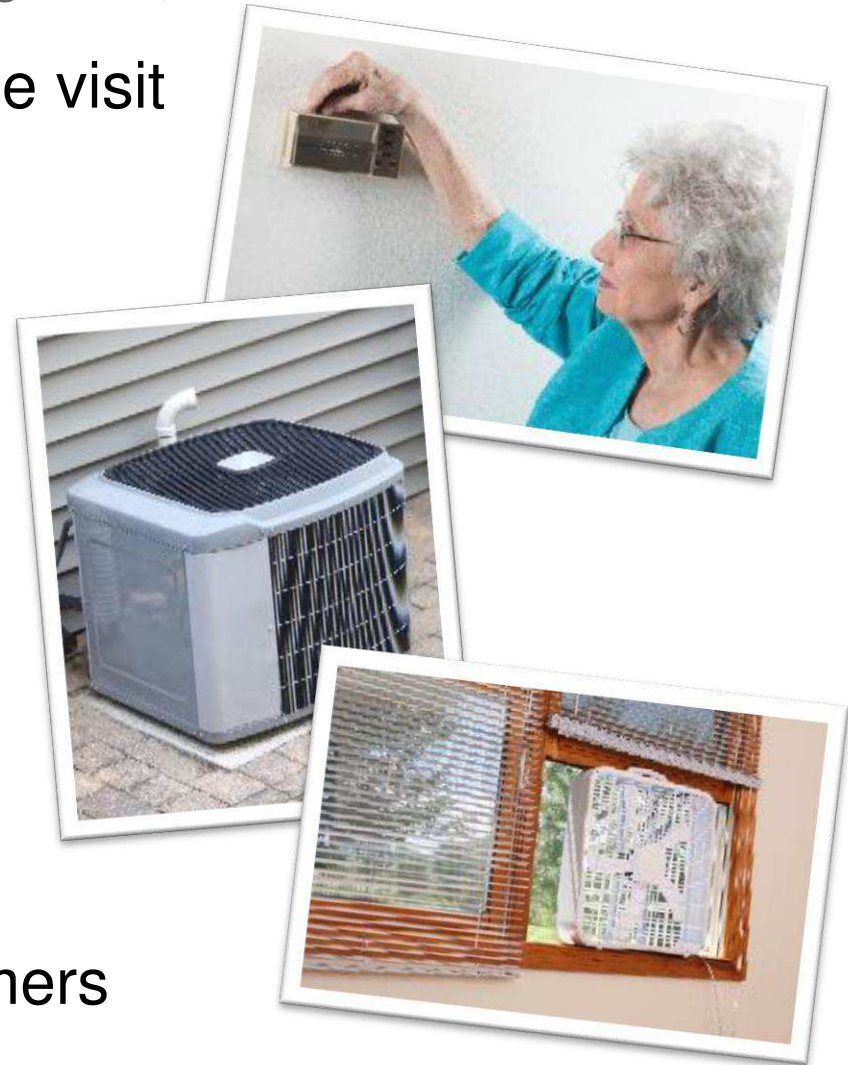
Poverty Ratio	Households	Percent
Below 75%	54,986	52%
75% to 100%	19,983	19%
101% to 125%	14,228	14%
126% to 150%	10,085	10%
151% to 175%	5,517	5%
Total	104,799	100%

Average WCP Benefit \$267.09

Summer Crisis Program (SCP)

July 1, 2017 to August 31, 2017

- Face-to-Face Interview or home visit conducted
- Individuals with a documented medical condition
- Individuals age 60 and over
- Utility Assistance, Central Air Conditioning Repair, Fans and Air Conditioners
- Total benefits amount cannot exceed **\$300** for regulated or **\$500** for unregulated customers





2017-2018
Ohio Energy Assistance Guidelines
Effective July 1, 2017

Ohio | Development
Services Agency

John R. Kasich, Governor | **David Goodman**, Director

The State of Ohio is an Equal Opportunity Employer and Provider of ADA Services

2017–2018 HEAP Federal Poverty Guidelines

Size of Household	Yearly Income Limit	90-Day Income Limit
1	\$21,105.00	\$5,276.25
2	\$28,420.00	\$7,105.00
3	\$35,735.00	\$8,933.75
4	\$43,050.00	\$10,762.50
5	\$50,365.00	\$12,591.25
6	\$57,680.00	\$14,420.00
7	\$64,995.00	\$16,248.75
8	\$72,310.00	\$18,077.50

Households with more than eight members should add \$7,315.00 to the yearly income or \$1,828.75 to the 90-day income for each additional member.

Home Energy Assistance Program (HEAP)

Annual Household Income equal to or less than 175% of the Federal Poverty Guidelines.

- Income received within the past 90 days or 12 month period.

Household Income is defined as the gross income for *all* household members 18 years of age or older.

2017 Energy Assistance Guidelines: Policy Updates

Applicants listed as *Zero/No Income, Odd Jobs or Other Income*, must apply for assistance at their Local Delegate Agency.

- Mailed in applications will not be accepted.

Self-Declaration of Income Worksheet

Agencies are not required to maintain hard copies of files.

Energy Assistance Process Improvement Group

Tracey Ballas

Assistant Deputy Chief

Office of Community Assistance

Energy Assistance Process Improvement Group

Goals

- Determining capacity for Agencies to process 100% of Energy Assistance Applications in 3-5 five years.
- Development of an on-line Energy Assistance Application.

Participants

- 16 Agencies from north, south, east, west and central Ohio
- 7 urban, 6 rural, and 3 suburban with a mixture of rural and/or urban.
- 2 local delegate agencies and 1 community partner

On-Line Energy Assistance Application

Customer survey being piloted by 16 agencies during Summer Crisis



Statewide customer survey during Winter Crisis



Five Agencies to test/pilot on-line application this Winter



2017 Trainings

HEAP Intake Worker Trainings

- *October 6, 2017*
- *October 11, 2017*
- *October 13, 2017*
- *October 16, 2017*
- *October 17, 2017*

- ***At the Ohio Department of Agriculture***

OCEAN Training for Intake workers

- *October 24, 2017*
- *October 26, 2017*
- *October 30, 2017*

- ***At the Ohio Development Services Agency***

HEAP State Plan



Community Services Block Grant Home Weatherization Assistance Program Electric Partnership Program

Megan Meadows

Assistant Deputy Chief

Office of Community Assistance

Home Weatherization Assistance Program

- Grant Application Update
 - Budget Revision
- Policy and Procedures Manual
- Development of the Program Year 2018 State Plan



Home Weatherization Assistance Program

Program Year 2018 State Plan Development Timeline



Electric Partnership Program

- Grant Application Update
 - Reserve Process
- Staffing Updates



Community Services Block Grant

2018-2019 CSBG State Plan Update

- Public Hearing on August 1, 2017
9:30 a.m. – 11:00 a.m. at State Library

Grant Application Update

- CSBG Planning & Assessment Group

American Customer Service Index

Community Services Block Grant



Community Services Block Grant ROMA Next Generation

The National Community Action Network Theory of Change

Community Action Goals

Goal 1: Individuals and families with low incomes are stable and achieve economic security.

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.



Services and Strategies



Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Advocate for systemic change
- Pursue positive individual, family, and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal, and community resources

Performance Management



CLOSE TO FINAL

A national network of over 1,000 high performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

CLOSE TO FINAL

This publication was created by NASCSP in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Grant Number 90ET0451.

Community Services Block Grant



Community Services Block
Grant (CSBG) Annual Report

Module 1

- State Administration

Module 2

- CSBG Eligible Entity Expenditures, Capacity, and Resources

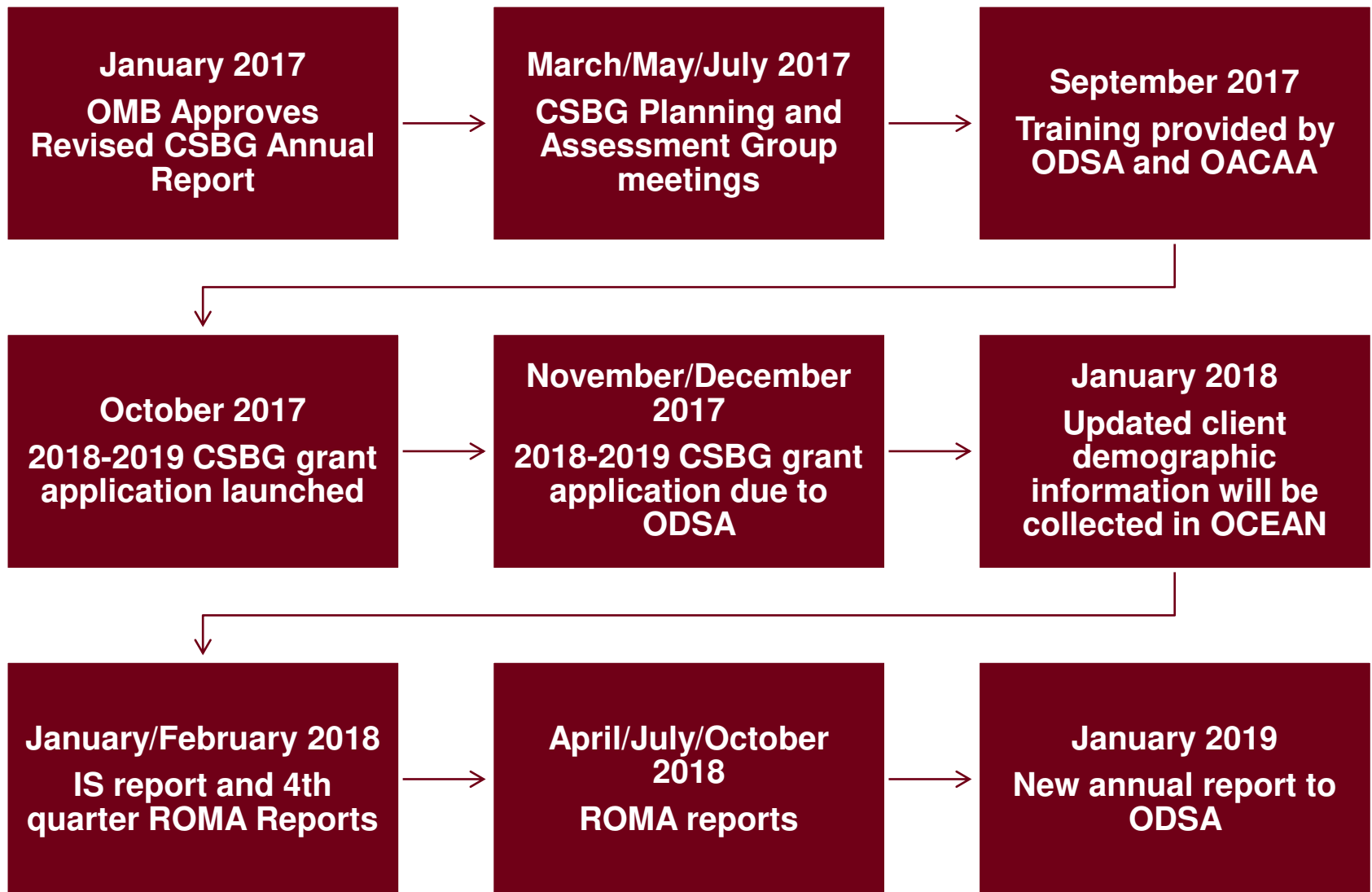
Module 3

- Community Level

Module 4

- Individual and Family Level

Community Services Block Grant



Community Services Block Grant

Community Services Block Grant	U.S. Department of Health and Human Services Administration for Children and Families Office of Community Services Division of Community Assistance 330 C Street, S.W., 5th Floor Washington, DC 20201 https://www.acf.hhs.gov/programs/ocs/programs/csbg
Action Transmittal	Date: June 9, 2017
Transmittal No. CSBG-AT-2017-02	

TO: COMMUNITY SERVICE BLOCK GRANT (CSBG) STATE GRANTEEES

GUIDANCE INTENDED FOR:

<input checked="" type="checkbox"/>	STATES
<input type="checkbox"/>	TRIBES/TRIBAL ORGANIZATIONS
<input type="checkbox"/>	TERRITORIES
<input checked="" type="checkbox"/>	ELIGIBLE ENTITIES
<input checked="" type="checkbox"/>	CSBG TRAINING AND TECHNICAL ASSISTANCE GRANTEEES

SUBJECT: American Customer Satisfaction Index (ACSI) Survey for CSBG Eligible Entities

RELATED REFERENCES: Section 678E of the CSBG Act, Title VI, Subtitle B, of the Omnibus Budget Reconciliation Act of 1981, Public Law 97-35, as amended; Human Services Amendments of 1994, P.L.103-252; the FY 1996 CSBG Appropriation Legislation, P.L.104-134; CFR Title 45, Part 96; Coats Human Services Reauthorization Act of 1998, P. L. 105-285, Department of Health and Human Services Block Grant Regulations and Current Poverty Income Guidelines; ACF's CSBG Model State Plan, as approved by OMB (Control No. 0970-0382; Expiration Date – July 31, 2018), CSBG Information Memorandum No. 151.

PURPOSE: To notify CSBG State Grantees, eligible entities and training and technical assistance grantees that the American Customer Satisfaction Index (ACSI) Survey for CSBG Eligible Entities will be made available online on Monday, June 12, 2017 and will remain open through July 14, 2017. And to provide information on key actions for CSBG State Grantees, eligible entities and training and technical assistance grantees.

BACKGROUND: State CSBG grantees are required to submit an annual report to OCS as cited with the CSBG Act Section 678E. In 2015, OCS began the process of surveying the eligible entities and the data obtained from that survey was used by the states to develop their 2017 State Plans, and to make operational improvements, as appropriate. OCS used the survey data to develop [CSBG IM #151 Training and Technical Assistance Strategy](#), published earlier this year.

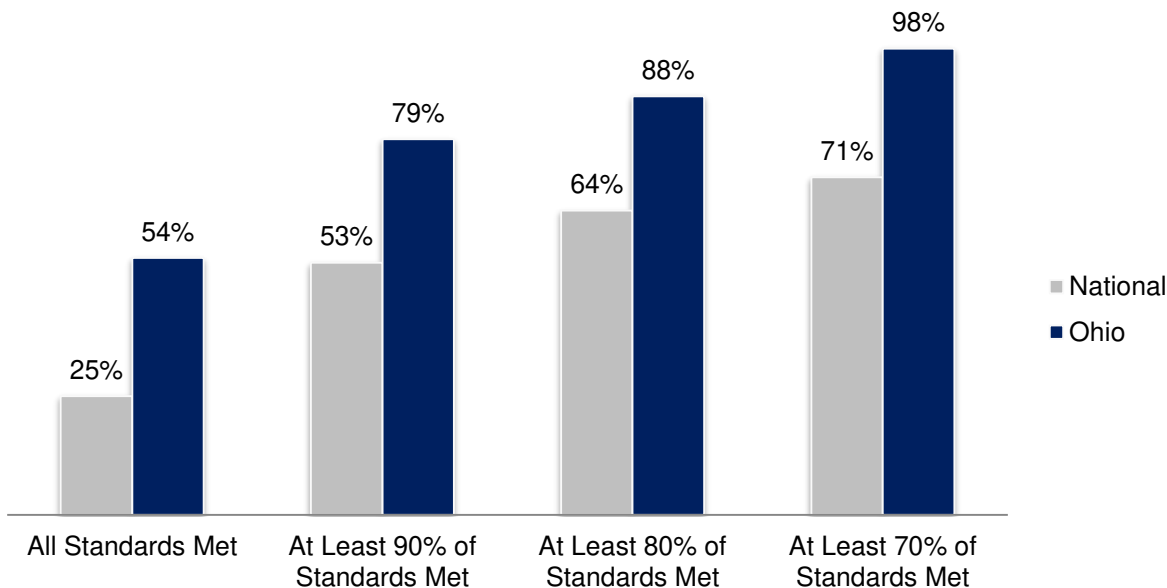
As part of our ongoing effort to assess and improve performance across the Community Services Block Grant (CSBG) Network, the Office of Community Services (OCS) is once again

- Released June 12, 2017
- Closed July 14, 2017
- Feedback will be released to the network and used to improve program administration

Community Services Block Grant

Organizational Standards-Ohio Preliminary “Snapshot”

Baseline Percentage of CSBG Organizational Standards Met by CSBG Eligible Entities
Annual Report Module 1, FY 2016

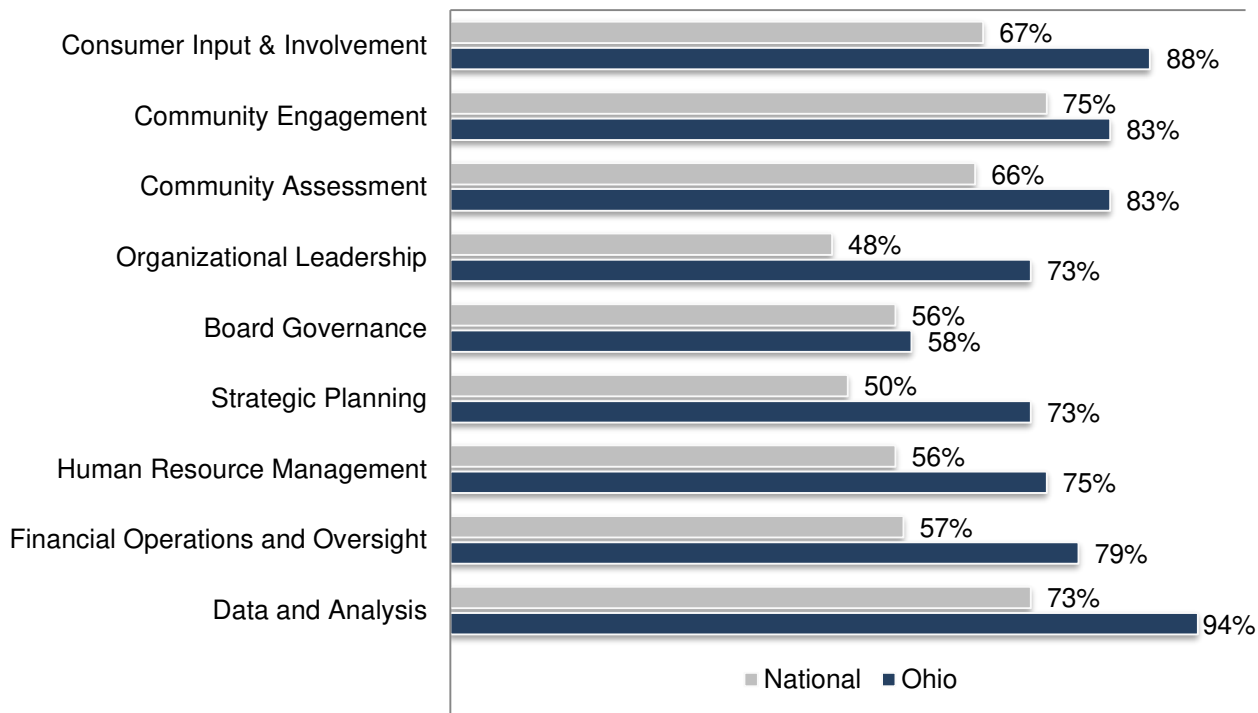


Note: The results provided in this graph are based on the State's FY 2016 CSBG Annual Report Module 1 responses to question D2, Organizational Standards Performance. Percentages reflect the number of CSBG eligible entities that met 100%, 90%, 80% and 70% of the standards in the state based on the State's assessment. National averages are based on the number of eligible entities reported to have met the standards divided by the total number assessed. A small number of states with irregular reporting results were not included in the national average pending corrections. Data for FY 2016, both the national and state numbers, are provisional and may change based on state updates or clarifications.

Community Services Block Grant


Organizational Standards-Ohio Preliminary “Snapshot”

Baseline Percentage of CSBG Organizational Standards Met by CSBG Eligible Entities (by Category) Module 1, FY 2016



Note: The results provided in this graph are based on the State's FY 2016 CSBG Annual Report Module 1 responses to question D.2b, Percentage meeting Organizational Standards by Category. Percentages reflect the number of CSBG eligible entities that met all standards in each category. National averages are based on the number of eligible entities reported to have met the standards divided by the total number assessed. Data for FY 2016, both the national and state numbers are provisional and may change based on state updates or clarifications.

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Questions?

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