Assurance 16
Programming & Outreach
We work everyday to fight poverty.


Where YOU can help!

- Funding Gap
- Federal & State Funding
- Program Fees

TCCAP SERVES
27,000 NH Citizens Annually

New Hampshire
1,330,608 Citizens

Helping People.
Changing Lives.
Tri-County CAP is dedicated to improving the lives and well-being of New Hampshire’s people and communities. We provide opportunities and support for people to learn and grow in self-sufficiency and to get involved in helping their neighbors and improving the conditions in their communities.
Tri-County Community Action Program, Inc.

- Coos, Carroll, Grafton counties
- 4,455 miles of rural territory
- 50% of land mass of NH
Outreach Sites

- 3 Full-time year round Outreach Offices
- 5 Seasonal on-site Outreach Offices
  - 2 Seasonal on-site Outreach Offices in Coos
  - 3 Seasonal on-site Outreach Offices in Grafton
Assurance 16 - Applications

- Outreach Office
- Mail-in
- Phone

What’s coming...
New Hampshire Federal Funding

- $27,932,822.32
- 10% Administrative CAP
- 2.79MM
Tri-County Community Action Program, Inc. – FAP Funding

**TC CAP FEDERAL FUNDING** $5,347,838

- Direct Client Services: $322,314
- Administrative Funding: $200,474
- [VALUE]
- Assurance 16: $4,816,939
- SEAS
Assurance 16 - Winter in New Hampshire

- $2.00 average per gallon for oil
- 250 gallons (standard tank)
- $500 average tank fill
- Quality of housing stock
- Average temperature – 20’s
- lasts 4-6 weeks
Assurance 16 - Winter in New Hampshire

- Benefits range -
  - $150 - $1125
- Average benefit -
  - $757.30
- Average household fuel need
  - 900 gallons
  - $1,800
- Benefit covers portion of heating needs
Assurance 16 – Vulnerable Household

Households Served
Total 6,318

Vulnerable 97%

Duplicates 0%
Emergencies 3%

Elderly 38%
Disabled 49%
Children 13%
Assurance 16

Because of the harsh factors of New Hampshire winters and the increased vulnerability of our clients, TCCAP implements the Assurance 16 program aggressively to prevent emergencies.
Assurance 16 - Emergencies

- Priority Household
- Vulnerable Household
- Low Fuel
- Wood Client
- Deliverable Fuel Client
- Declared Emergency
- Household that presents at time of Outreach with low/no fuel
  - >1/8 tank of oil
Assurance 16 - Application Periods

- **July 17 - September 1**
  - Vulnerable Households
  - Elderly, Disabled, Households w/ children under 6
- **September 1 - October 15**
  - Deliverable Fuels
  - Wood
- **October 15 -**
  - Open to all households
Assurance 16 – Program Outline

- Letters sent - make an appointment
- Outreach tracks appointments
- Prior year declared emergencies contacted
- Mail-in application requests pre-screened
- January – Prior year declared emergencies contacted
- Outreach application budget counseling
- All clients are informed about Electric Assistance, Weatherization or other social services.
Management of situation
Change steps taken to prepare
Referrals
Advocacy with electric company, town welfare, charitable organizations
Information for local homeless shelters
Apply early!
Assurance 16 - Coordinator

- Client tracking
- PY Emergency Comparisons
- Declared emergencies first program contact - letters
- Certify all emergency applications
Tracked Data Points

**Program Year**
- Applicant
- Case Number
- Physical Address
  - City
  - State
  - Zip
- Mailing Address
  - Address2
  - City
  - State
  - Zip
- Phone Number

**Type of Fuel**
- Oil
- Kerosene
- Propane
- Wood
- Electric
- Rent w/ Heat

**PY17 Benefit Amount**
- Fuel Type

**PY18 Benefit Amount**
- Applied
- Pre-Accepted
- Pre-Denied
- Enrolled
- Emergency
- Denied
Assurance 16 – The Numbers

- **PY17**
- 6,318 Households Assisted
- 155 Declared Emergency Households
- .7% of Applications taken
- 12 duplicate emergency households
- Preventing emergencies

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<thead>
<tr>
<th></th>
<th>Enrolled</th>
<th>Emergency</th>
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<tbody>
<tr>
<td>Oil</td>
<td>2922</td>
<td>74</td>
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<tr>
<td>Kerosene</td>
<td>1027</td>
<td>46</td>
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<tr>
<td>Propane</td>
<td>925</td>
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<tr>
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<td>Wood</td>
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<td>Rent w/ Heat</td>
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<td><strong>Total</strong></td>
<td><strong>6381</strong></td>
<td><strong>155</strong></td>
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Assurance 16 - The Numbers

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<tr>
<th>Program Year</th>
<th>Applications</th>
<th>Emergencies</th>
<th>%</th>
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<tbody>
<tr>
<td>PY14</td>
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<td>457</td>
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<td>7662</td>
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<tr>
<td>PY16</td>
<td>6529</td>
<td>110</td>
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<tr>
<td>PY17</td>
<td>6318</td>
<td>155</td>
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Northern NH Average Winter Temps

<table>
<thead>
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<th>Year</th>
<th>Temp</th>
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<td>2013</td>
<td>16F</td>
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<tr>
<td>2014</td>
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<td>2015</td>
<td>10F</td>
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<td>2016</td>
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<td>2017</td>
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Assurance 16 – The Numbers

- **Program Opening - 11/14/16**
- 2,415 households enrolled
- $1,858,020 obligated
- 720 Households priority processing
- 213 No Fuel Households
- 507 Low Fuel Households
  - Under ½ tank deliverable fuel
- Priority processing throughout program year
Assurance 16 – Energy Program Staffing
Assurance 16 – Energy Program Staffing
Total Outreach Hours
18,080

EAP 30%
FAP 70%
Thank you!!

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