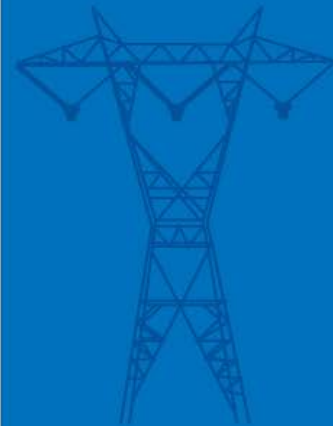


Community Connect: Effective Organizing in your Community

NEUAC 2017

Jared Wells – Vectren Energy Delivery



About Vectren Energy Delivery

Vectren Energy Delivery of Indiana – South

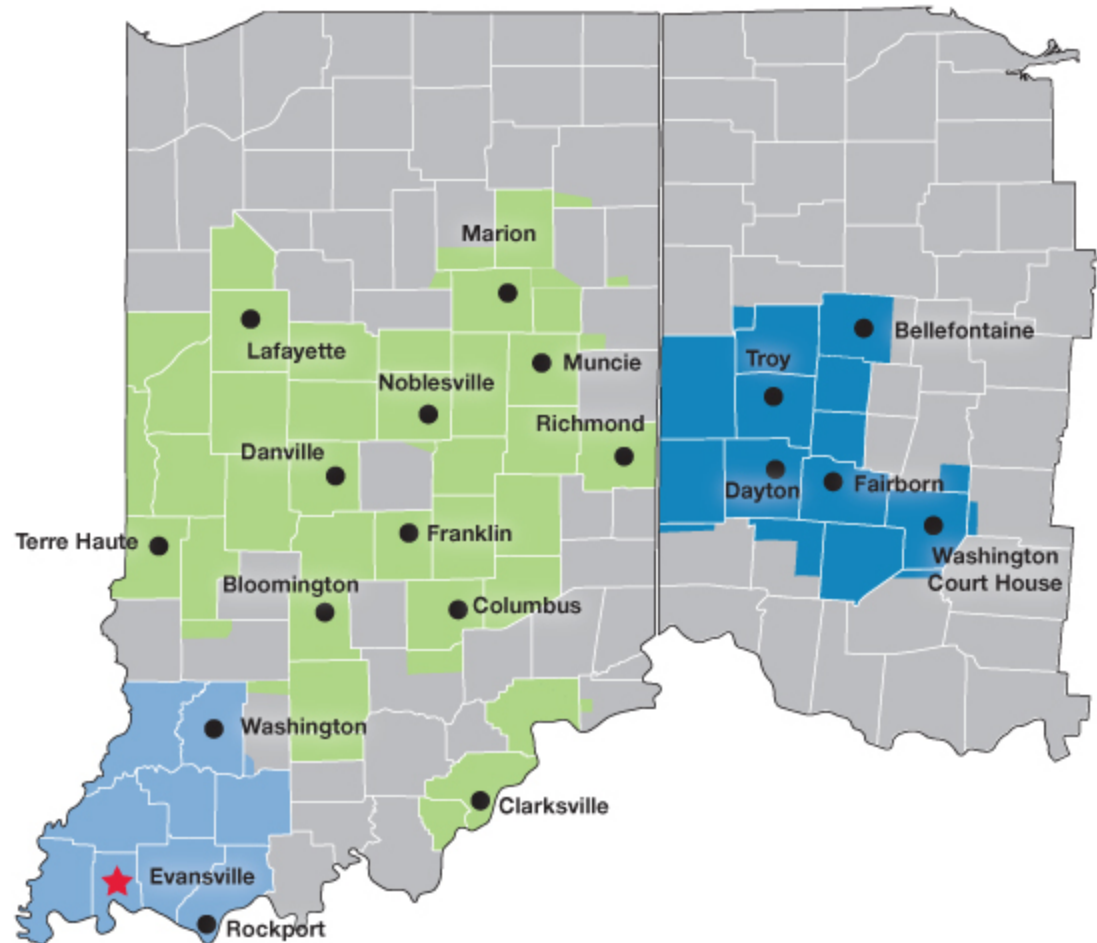
- 111,000 gas customers

Vectren Energy Delivery of Indiana – North

- 580,000 gas customers

Vectren Energy Delivery of Ohio

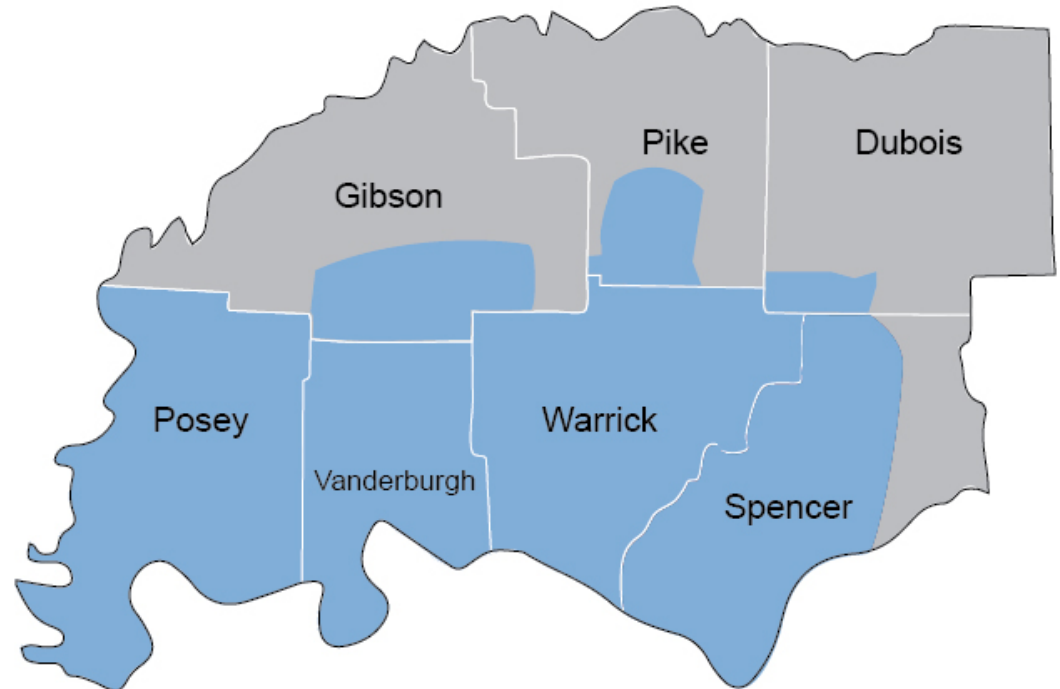
- 314,000 gas customers



About Vectren Energy Delivery

Vectren Energy Delivery of Indiana – South

- 144,000 electric customers



Vectren Overview

- Approximately 42,000 customers receive LIHEAP
- 7- 8,000 customer receive other forms of assistance (churches, various non-profits)
- USP in Indiana, 18,000 recipients – discounts (15-32%) to gas heating customers that receive LIHEAP (runs Dec 1 – May 31)
- PIPP Program in Ohio, 12-15,000 active customers - pay a portion based on income (6%) and receive credits for on time payments to eliminate arrearages

What is a “Community Connect”?

- Community Connect is a one-day, one-stop event with one mission: to provide critical services and hospitality directly to people who are most vulnerable and rely on community and government programs.
- Community agencies will offer services they normally offer in their offices and some services which are normally only accessible on-line. Guests can sit down and talk to an actual person. Areas of service will include:

Services Provided

- Employment & Education
- Financial Assistance and Programs
- Government Assistance
- Veterans Services
- Health Screenings
- Housing Information
- Legal Advice
- Parenting Resources
- Re-entry (after leaving jail) Services
- Hospitality services, such as haircuts
- Lunch for guests, volunteers and service providers
- Childcare is provided during the event for those guests who are obtaining services

Community Connect Model

One Day. One Stop. One Mission.



VECTREN

Energy Delivery

Facts

In Evansville, Indiana:

Nearly 400 individuals are housed in emergency shelters and transitional housing each night

- 50 to 60 are living on the streets or in areas not suitable for habitation
- 65 are veterans
- Over one-third are under the age of 18

The Model



One Day. One Stop. One Mission.

To provide critical services and hospitality directly to people who are homeless or near- homeless

Core Values

One Day. One Stop. One Mission.

Immediacy – *same day results*

Community – *Increased awareness and voluntary civic participation*

Partnership – *across agencies and multiple sectors including private, city, county, state and federal offices of the community*

Excellence – *through evaluation and improvement*

Hospitality – *an authentic atmosphere of welcome experienced by guests, service providers and volunteers*

Steering Committee

- Community focused businesses
- Non-profits
- United Way
- 2-1-1
- Local media
- Mayor
- City Council
- County Commissioners
- Community Hospitals
- Local Schools



Available Services

- Employment/Education
- Financial
- Government Services
- Health Screenings
- Housing
- Legal Services
- Parenting Resources
- Re-Entry Resources
- Support Services
- Veteran Services
- Personal Care
- Food Bank
- Local Transit
- Lunch

Guest Services

Health care is one of the most sought after services



Vital Signs



Eye Exams



Oral Cancer Screening

Guest Services

This may be the only personal care service some receive all year



“Head to Toe”



Guest Services

Special provisions provided to veterans by the local
Veteran's Center

Personal Supplies



Catered Lunch for Guests

Over 1,000 served

Hot Meal !!!



Guest Feedback

“One stop shop. Fantastic!”

“Brings the community resources together.”

“I got more done in 5 hours which would have taken me 3 weeks to accomplish.”

One Stop



Financial Assistance



Can Your Community Be Connected?

One Day. One Stop. One Mission.

Fiscal Agent Role & Responsibility

- Community Connect is funded by donations and sponsorships from local businesses in the community. Several businesses donate via their internal foundation and require the fiscal agent be a 501c3.
- The role of the fiscal agent comprises of the following:
 - Track all donations that are received.
 - Track all expenses that are incurred.
 - Pay any invoices that are submitted.
 - Provide a weekly update to the community connect facilitator.
 - Provide a final report at the end of the event.
- Tasks are requested for approximately 5 months, depending on when the donations begin to come in. Time requirement is minimal (5 +/- hour's total) unless the point person for the fiscal agent attends the planning meetings, which is not required.

Marketing Examples

- Handouts
- <https://youtu.be/aim4VBlrf9k>

Sponsorship Example

- **Sponsorship Levels**

- **Champion Member Level (\$2,500) (or collaborative)**

- Prominent display of your logo on the flyer, t-shirt, social media, website and press releases/media coverage, and web presence
- Public recognition throughout all activities as one of the main sponsors
- Name and sponsorship level on banner
- Recognition as one of the main sponsors during the Mayor's Welcoming Speech (or proclamation)
- Link from event web page to your company web page

- **Humanitarian Member Level (\$1,000)**

- Display of your logo on the flyer, t-shirt, social media, website and press releases/media coverage
- Public recognition throughout all activities
- Name and sponsorship level on banner

- **Advocate Member Level (\$500)**

- Display of your company name on social media, website and press releases/media coverage
- Name and sponsorship level on banner

- **Supporter Member Level (\$250)**

- Display of your logo on the website

Post Event

- Survey information collected from:
 - Vendors
 - Volunteers
 - Guests during and leaving the event
- All data is collected and discussed within 1-2 weeks with steering committee – for next years event
- Thank you notes letters sent sent to all volunteers and vendors

Thank You!

- For more information please contact:

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