

# Assurance 16 Programming & Outreach



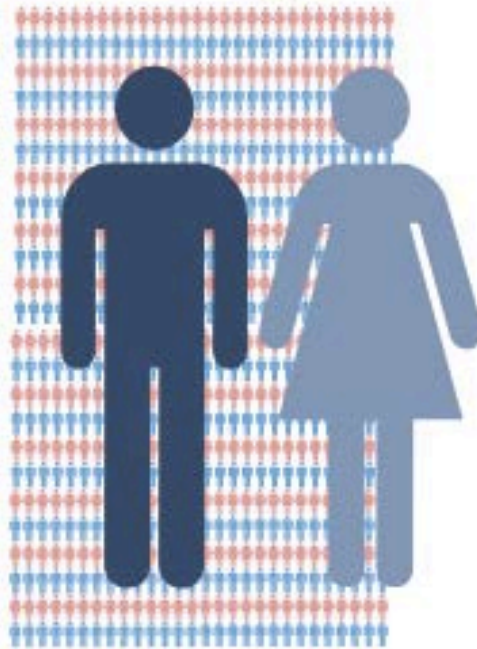
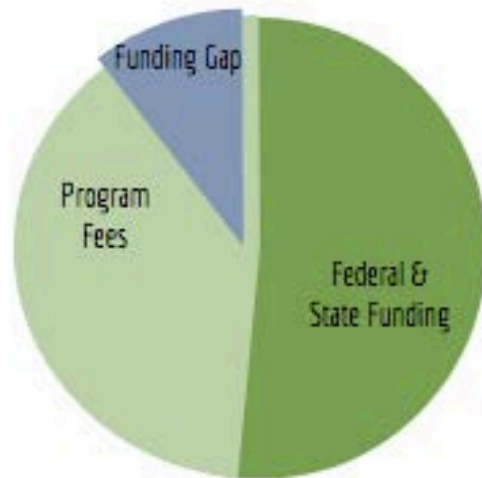




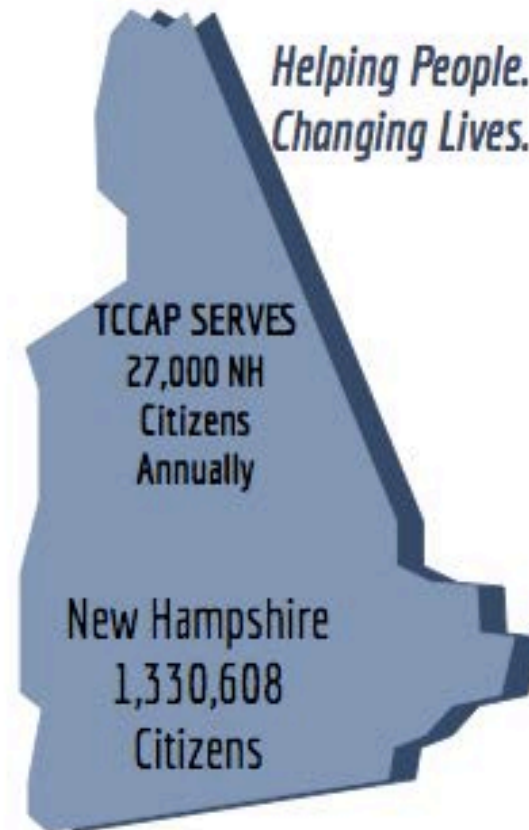
COMMUNITY  
**ACTION**  
TRI-COUNTY CAP

We work everyday to fight poverty.  
**Every. Single. Day.**

Where YOU can help!

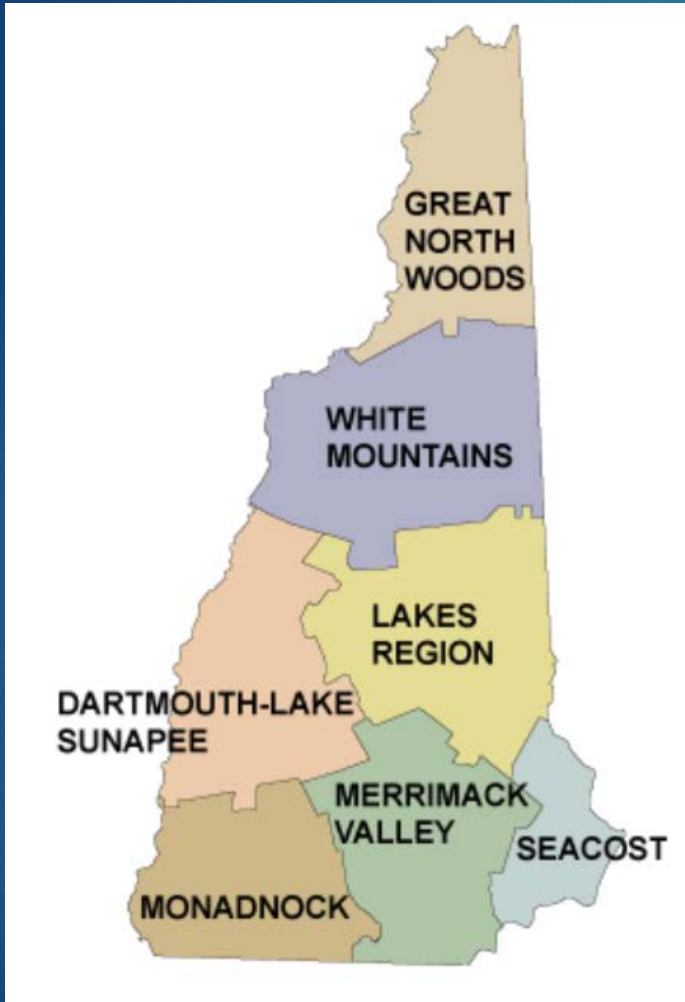


*Helping People.  
Changing Lives.*





# New Hampshire - Northern

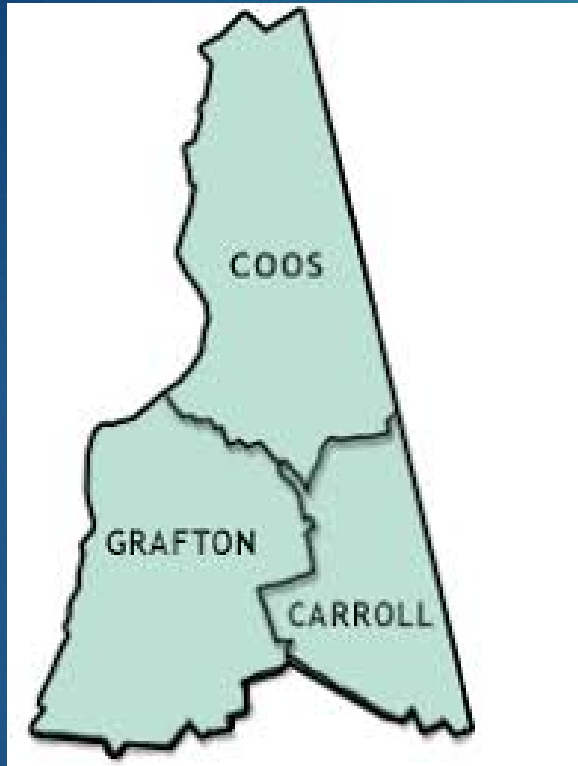


- ▶ Tri-County CAP is dedicated to improving the lives and well-being of New Hampshire's people and communities. We provide opportunities and support for people to learn and grow in self-sufficiency and to get involved in helping their neighbors and improving the conditions in their communities.





# Tri-County Community Action Program, Inc.

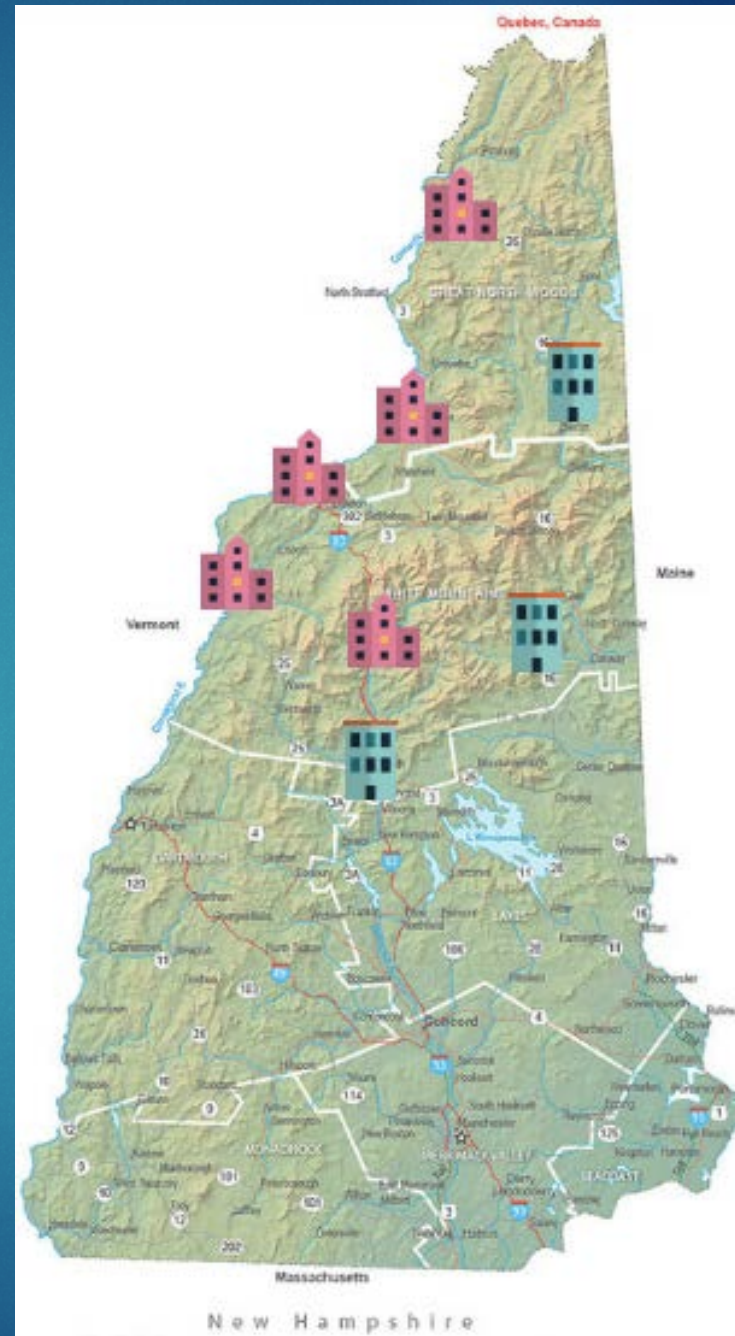


- ▶ Coos, Carroll, Grafton counties
- ▶ 4,455 miles of rural territory
- ▶ 50% of land mass of NH



# 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

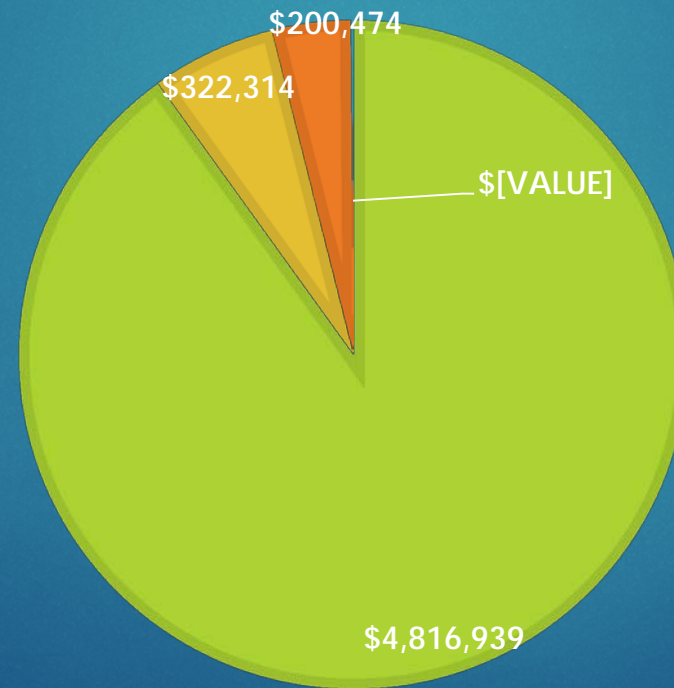
- ▶ \$27,932,822.32
- ▶ 10% Administrative CAP
  - ▶ 2.79MM



# Tri-County Community Action Program, Inc. – FAP Funding

TCCAP FEDERAL FUNDING \$5,347,838

■ Direct Client Services ■ Administrative Funding ■ Assurance 16 ■ SEAS





# Assurance 16 - Winter in New Hampshire

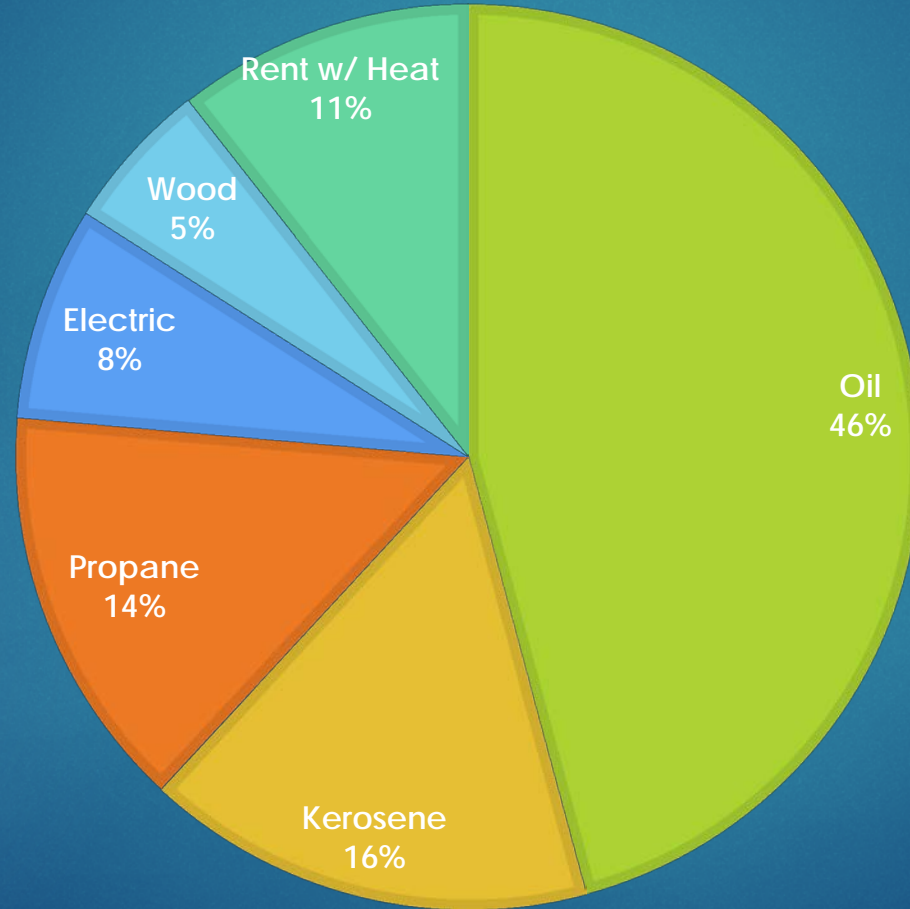
- ▶ \$2.00 average per gallon for oil
- ▶ 250 gallons (standard tank)
- ▶ \$500 average tank fill
- ▶ Quality of housing stock
- ▶ Average temperature – 20's
- ▶ lasts 4-6 weeks





# Fuel Type

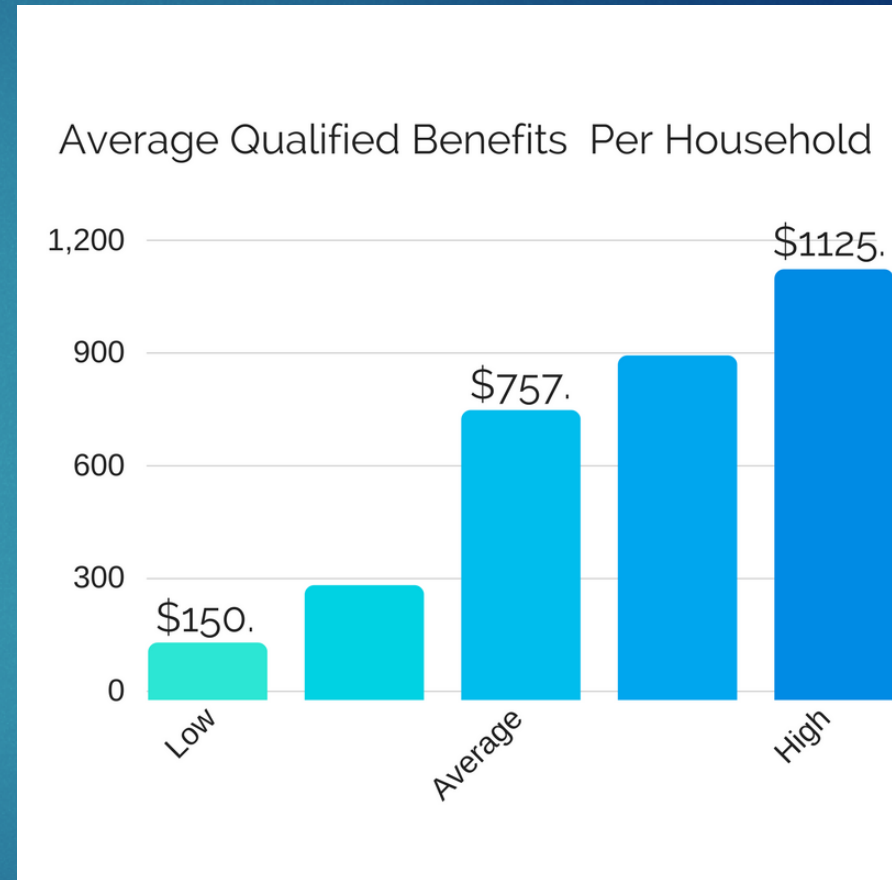
Oil Kerosene Propane Electric Wood Rent w/ Heat





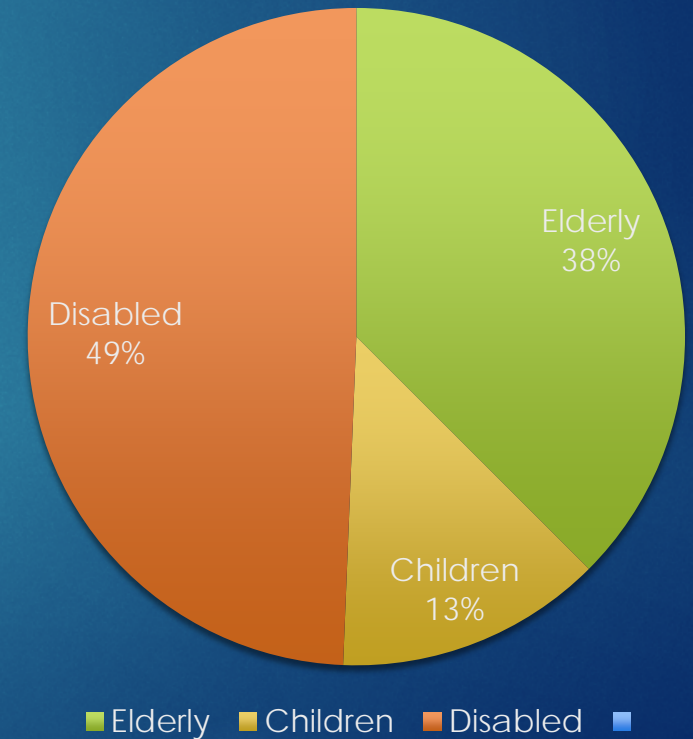
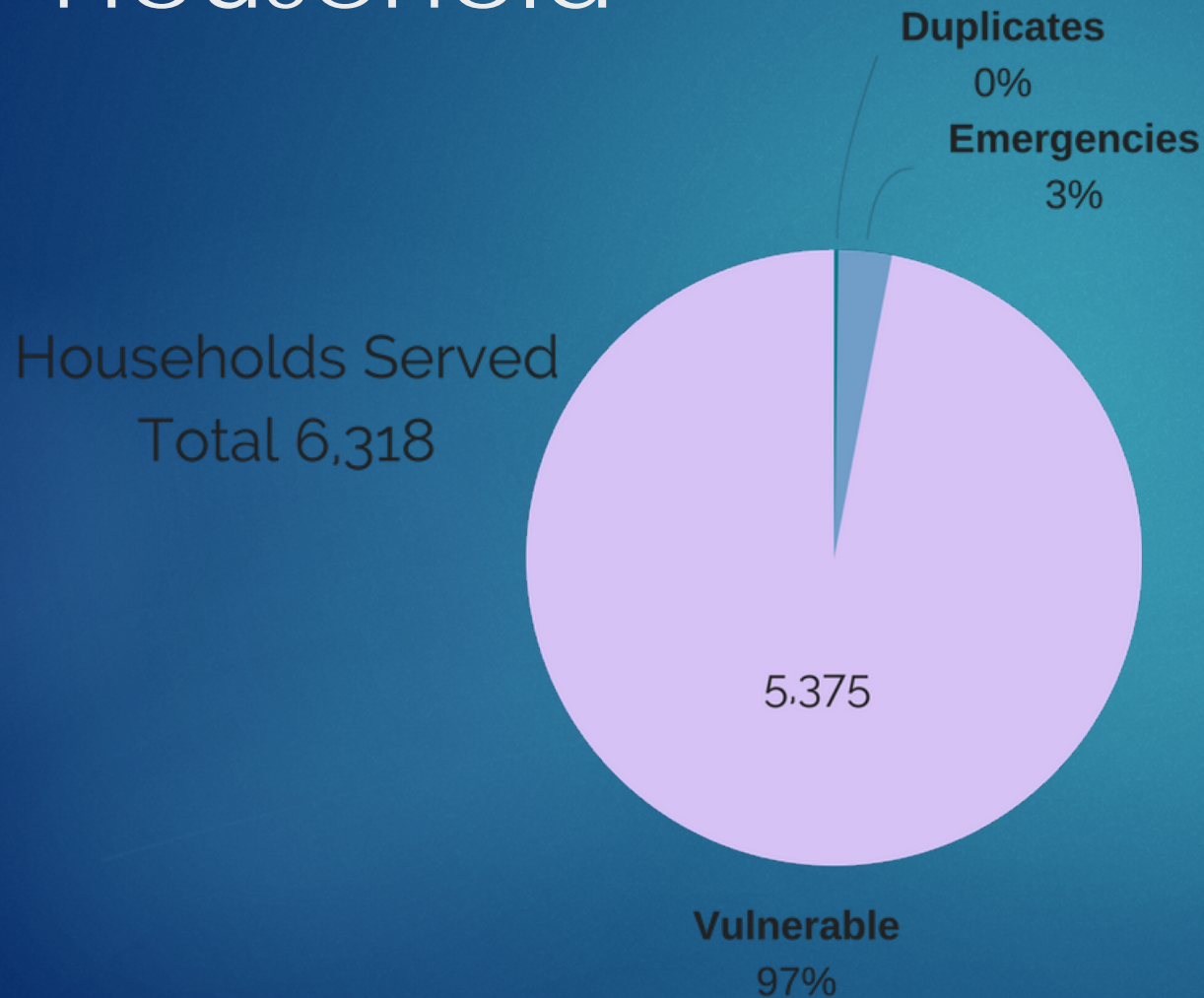
# Assurance 16 - Winter in New Hampshire

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





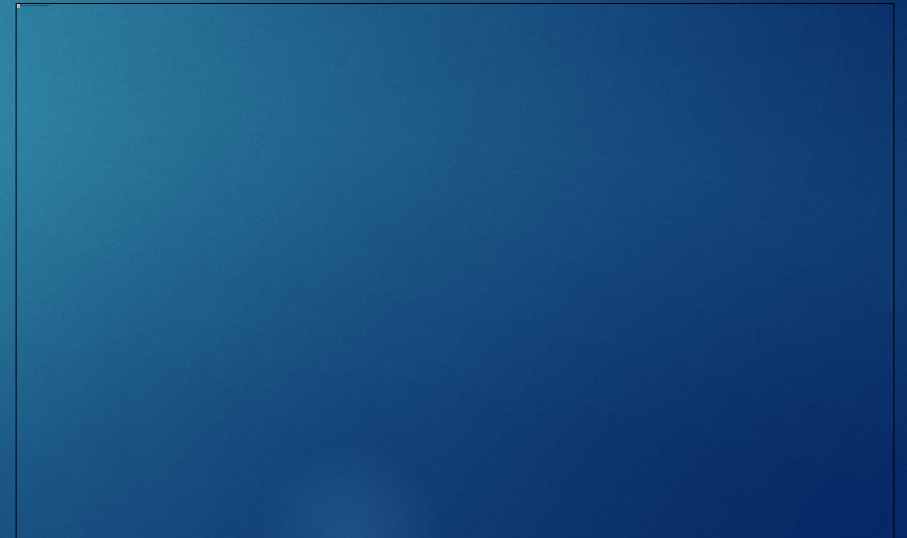
# Assurance 16 – Vulnerable Household





# 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.





# Assurance 16 - Counseling

- ▶ 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

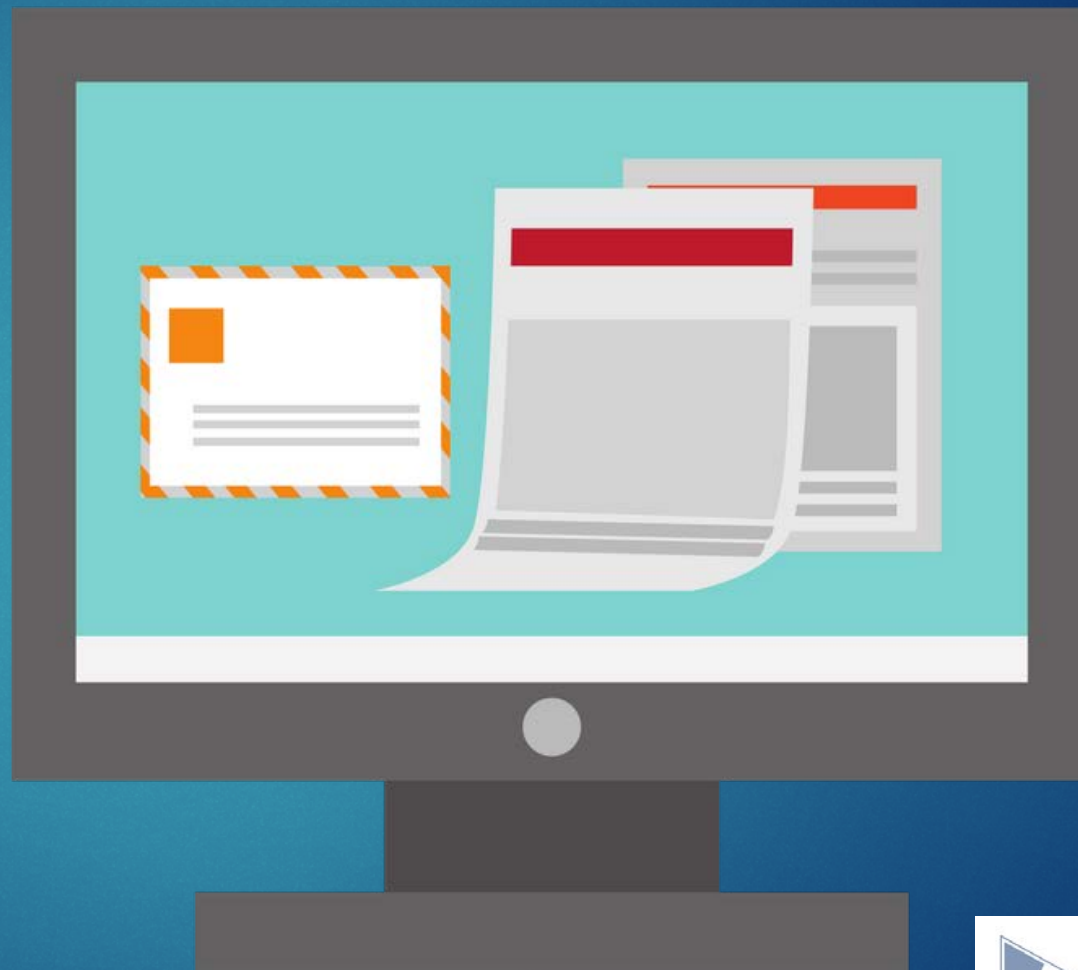
- ▶ Client tracking
- ▶ PY Emergency Comparisons
- ▶ Declared emergencies first program contact - letters
- ▶ Certify all emergency applications



# Tracked Data Points

**Program Year**  
Applicant  
Case Number  
Physical Address  
City  
State  
Zip  
Mailing Address  
Address2  
City  
State  
Zip  
Phone Number  
PY17 Benefit Amount  
Fuel Type  
PY18 Benefit Amount  
Applied  
Pre-Accepted  
Pre-Denied  
Enrolled  
Emergency  
Denied

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





# Assurance 16 – The Numbers

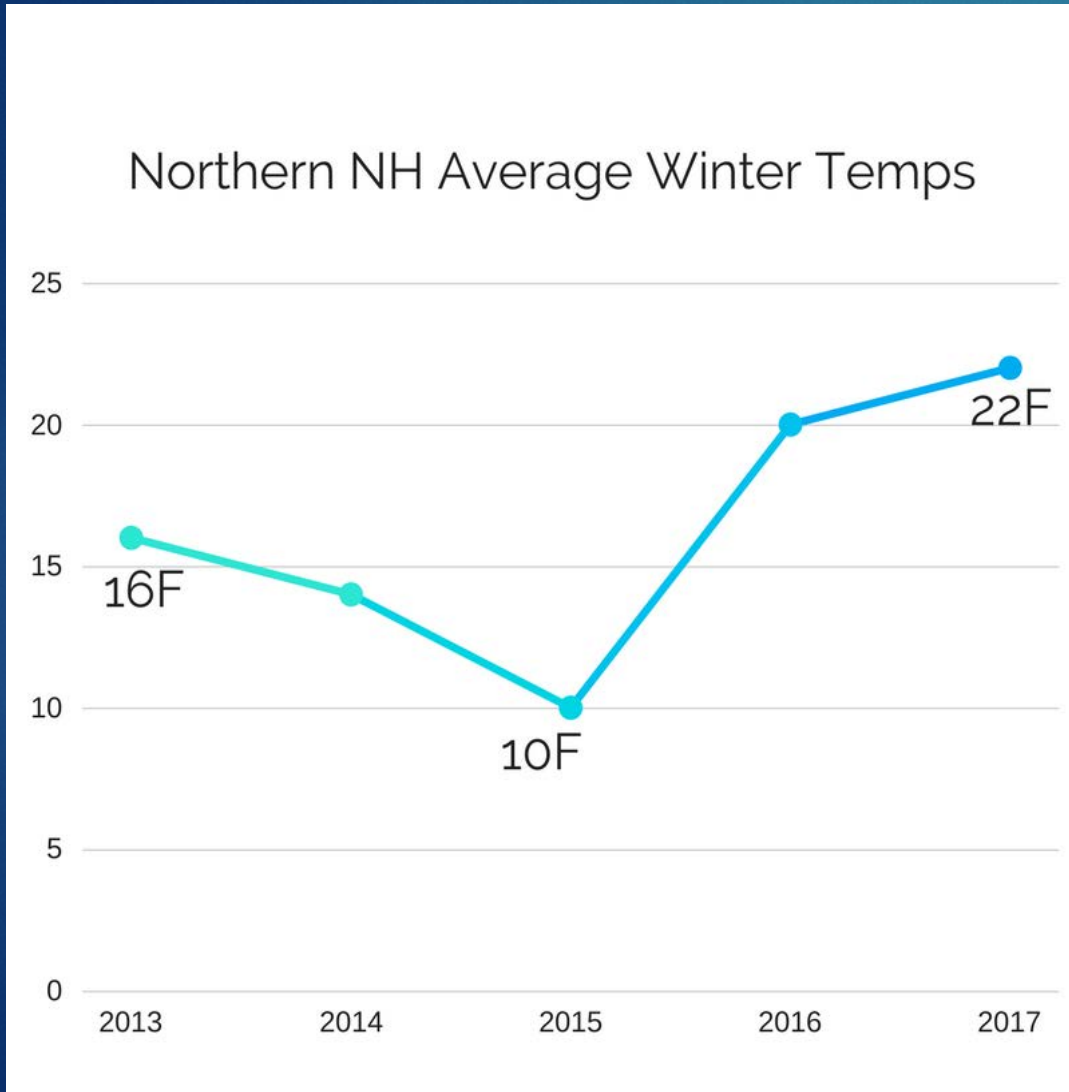
## ▶ PY17

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

PY17	Enrolled	Emergency
Oil	2922	74
Kerosene	1027	46
Propane	925	13
Electric	488	8
Wood	343	12
Rent w/ Heat	676	2
<b>Total</b>	<b>6381</b>	<b>155</b>



# Assurance 16 – The Numbers



Program Year	Applications	Emergencies	%
PY14	7947	457	6%
PY15	7662	261	3%
PY16	6529	110	2%
PY17	6318	155	3%



# 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

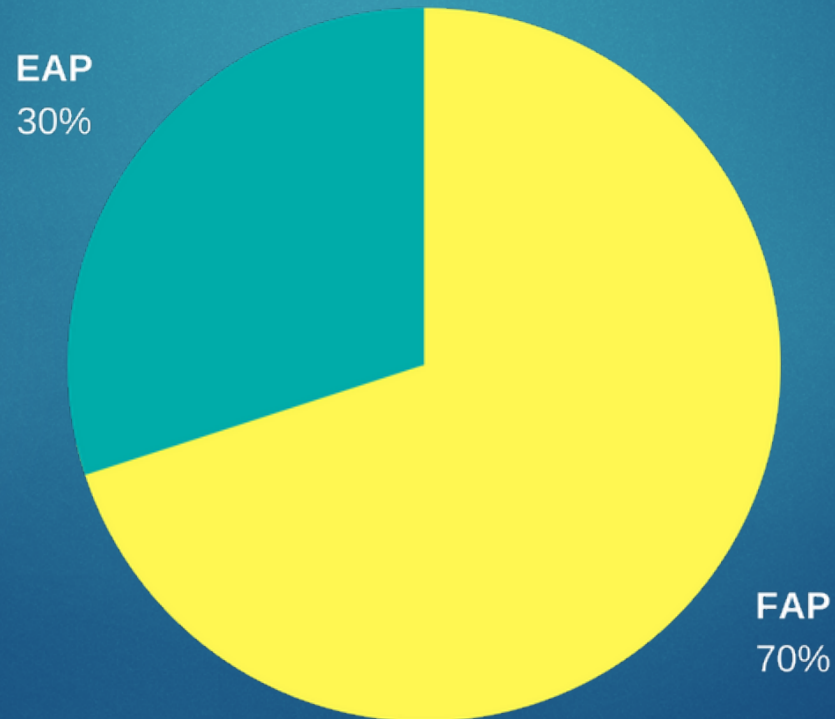




# Assurance 16 – Energy Program Staffing

## Total Outreach Hours

18,080







Thank you!!

Andrea Brochu, MPA

Energy, Elder, & Outreach Services

Division Director

Tri-County Community Action Program

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