



Community Navigation Forum

June 20, 2023

The Universities at Shady Grove



Utilities, Weatherization, & Emergency Assistance





**Sam
Taylor**

Faith Partnerships Coordinator

- **Interfaith Works**
- Hello! I'm Sam Taylor. I serve as the Faith Partnerships Coordinator for Interfaith Works.
- Interfaith Works is a nonprofit that provides vital services and a pathway to greater stability for those experiencing homelessness and poverty. IW has shelters across the County, an Essential Needs Center, a vocational program, and runs an Emergency Assistance Coalition.
- staylor@iworksmc.org



**Rev.
Roslyn
Roberts,
M.Div**

Director

Faith and Community Partnerships

- Interfaith Works
- Responsible for bringing the Faith Community together so that the people of Montgomery County have their needs met.

RRoberts@iworksmc.org

Interfaith Works' Emergency Assistance Coalition (EAC)

The EAC is a compassionate network of nonprofit, faith-based, government, and community advocates organized to support a coordinated and collaborative approach to providing safety net services for vulnerable neighbors. Interfaith Works coordinates the EAC.

The EAC provides micro-grants to these nonprofit partners.

Register for the June 1 meeting [here](#).



EAC Members

- The EAC is composed of representatives from **64 organizations** involved with providing emergency assistance across the county
- If you are interested in being a part of this group, please email me at staylor@iworksmc.org



EAC Providers and Members

If you are interested in joining the EAC, please send an email to staylor@iworksmc.org with your name and the organization you are representing.

Rockville Help
Housing Opportunities Commission
St. Paul Catholic Church
St Peter's Olney
Family Services, Inc
Housing Initiative Partnership, Inc
Germantown HELP, Inc.
St John the Baptist Catholic Church - Silver Spring
East County Regional Services Center
Mid County United Ministries (MUM)
Faith Connections - Greater Damascus
Bethesda Cares
Montgomery County Food Council
Shepherd's Table
City of Gaithersburg Community Services
Korean Community Service Center of Greater Washington
Salvation Army
Korean Community Service Center of Greater Washington
Deputy Chief, Services to End and Prevent Homelessness
Bethesda Help
Gaithersburg Help
Interfaith Works Connections Resource Coordinator
Korean Community Service Center of Greater Washington
Mother Seton Parish - Germantown
Women Who Care Ministries
Takoma Park Community Center, Landlord Tenant Mediator
Senator VanHollen's Office

St. Raphael's
Church of Our Savior
IW Connections
WSSC Water
Adventist Community Services GW
EMEAN
Olney Help
Montgomery County, Diversity Outreach Coordinator
Gaithersburg Help
United Way of the National Capital Area
Ministries United Silver Spring/Takoma Park (MUSST)
Renters Alliance
City of Gaithersburg Community Services
Montgomery County, Dept. of Health and Human Services
Catholic Charities
St Patrick's Catholic School
Catholic Charities Agency
City of Rockville
Community Reach of Montgomery County
Korean Community Service Center of Greater Washington
Upper Montgomery Assistance Network (UMAN)
Montgomery County Public Schools
Montgomery County, Dept. of Health and Human Services
Housing Opportunities Commission
Exelon Corp
Bethesda Cares
IW Connections
Gaithersburg HELP



EAC Meetings

- **1st Wednesday of the month from 10:30am – 11:30am**
- **Opportunity to hear from invited speakers (Past speakers include the County Sheriff and representatives from DHHS).**
- **Ample time to speak about the status of emergency assistance in the County**
- **Open space for providers to speak to each other and discuss paths forward regarding emergency assistance**

Acquiring Assistance from the EAC

Montgomery County residents seeking financial assistance should start the process by contacting the County's primary Emergency Assistance offices (Tier 1): Montgomery County Department of Health and Human Services or, for HOC residents, the Housing Opportunities Commission, for assistance with eviction prevention or preservation of an essential utility service (gas, electric, water).



Acquiring Assistance from the EAC

Documents To Bring to when applying at ES:

- Photo ID for all adults living in household
- Current balance for checking and savings account
- Verification of monthly income for all adult household members
- Verification of expenses (utility bills, phone bills, car expenses, child care, rent/mortgage)
- Eviction paperwork (court judgement, or "red and white" notice from Sheriff's Office)
- Ledger from landlord
- Utility bill indicating a disconnection date or a notice that service is OFF



Acquiring Assistance from the EAC

After being assessed by Emergency Services, the worker will determine a resolution plan. The resolution plan may include funds from the applicant, the County, The State, and available community resources. If a community agency is part of this resolution package, a written referral will be sent directly to the agency by the County ES worker. Each agency will follow their own specific protocol when accepting the ES referral.



Acquiring Assistance from the EAC

An applicant also has the option to seek assistance directly from community-based organizations (tier 2) that accept self-referrals. When applying directly to a community agency, the applicant will need to provide the various required documents directly to that agency's staff. While not all community agencies require written referrals, one is often preferred.

AGENCIES THAT DO NOT REQUIRE REFERRALS	
Delinquency Notice Required	Delinquency Notice Not Required
<ul style="list-style-type: none"> ▲ MCDHHS Emergency Services ▲ HOC ▲ Bethesda Cares (selected Bethesda ZIP codes) ▲ Bethesda HELP ▲ MUM ▲ MUSST ▲ The Salvation Army (WSSC program) ▲ UMAN ▲ City of Gaithersburg Community Services 	<ul style="list-style-type: none"> ▲ MCDHHS Home Energy Programs ▲ Catholic Charities ▲ Damascus HELP ▲ Faith Connections ▲ Interfaith Works ▲ Islamic American Zakat Foundation, Inc ▲ Mother Seton Catholic Church ▲ Olney Help ▲ Rockville Help ▲ St. Patrick's Social Concerns ▲ St. Paul Catholic Church ▲ St. Raphael Catholic Church ▲ WUMCO

When self-referring to a community agency, the agency will assess the applicant's situation and needs to determine the best resolution plan. This plan will often include funding from the applicant, the agency, and any partner agencies or places of worship (3rd tier) that could contribute. For most community agencies, in order to commit funds, there needs to be full funding to pay off arrears in the resolution package.

Goals Going Forward

Interfaith Works is looking to grow the network of providers who are part of the EAC.

Grants will also begin being offered up front, not after clients seek assistance



Kelly Oland

Program Manager
Office of Home Energy Programs

- The Office of Home Energy Programs
- Montgomery County DHHS/Services to End and Prevent Homelessness
- I am the. I have been working with DHHS for 22 year and been in my current role for 3 years.

Kelly.Oland@montgomerycountymd.gov

240-777-4029

Program Mission

The Office of Home Energy Programs (OHEP) provides bill assistance to low-income household who reside in Montgomery County, to make energy costs more affordable and to help with the prevention of loss and restoration of home energy services.



Program Components

	Maryland Energy Assistance Program (MEAP)	Electric Universal Service Program (EUSP)	Electric Arrearage Retirement Assistance (EARA)	Gas Arrearage Retirement Assistance (GARA)
Frequency of Grant	Annual per program year (July 1 st – June 30 th)	Annual per program year (July 1 st – June 30 th)	Every 5 program years (certain exceptions apply)	Every 5 program years (Certain exceptions apply)
Grant Requirement	Account does not need to be in Applicant's name	Account does not need to be in Applicant's name	Applicant must receive an EUSP grant to be eligible and the account must be in the Applicant's name with a past due balance of at least \$300. We can assist with up to \$2,000 towards a past due electric utility bill.	Applicant must receive an MEAP grant to be eligible and the account must be in the Applicant's name with a past due balance of at least \$300. We can assist with up to \$2,000 towards a past due gas utility bill.
How Benefits are applied	One time credit to the fuel supplier or divided into 12 monthly credits to reduce the monthly payments	One time credit to the fuel supplier or divided into 12 monthly credits to reduce the monthly payments	Grant is applied as a one time credit towards the past due balance	Grant is applied as a one time credit towards the past due balance



55-Day Hold



Customers may receive a 55-day hold on their **electric utility & heating utility** accounts if they apply within 14 days of the issuance of a termination notice. Completed application with a termination notice needed to qualify for a hold.

Customers may only receive **one 55-day hold per program year**

Customers may not receive a 55-day hold on approved application

The 55-day hold may be terminated if the customer is determined ineligible for OHEP or does not complete the application requirements

FY 2023 Income Eligibility Guidelines

Household with no household members 67 years of age or older at them time of application

Household with household members 67 years of age or older at them time of application

Household Size	Maximum Gross 30 Days Prior to Application Date	Household Size	Maximum Gross 30 Days Prior to Application Date
1	\$1,982	1	\$2,265
2	\$2,670	2	\$3,052
3	\$3,359	3	\$3,838
4	\$4,047	4	\$4,625
5	\$4,735	5	\$5,412
6	\$5,424	6	\$6,198
7	\$6,112	7	\$6,985
8	\$6,800	8	\$7,772
Each additional person add	+\$688	Each additional person add	+\$787



Eligibility Requirements

Meet the income guidelines for household size

The applicant must be at least 18 years old

At least one member of the household must be a US citizen or eligible residency status



How to apply



You may apply

Online at mymdthink.maryland.gov

Email to ohep@montgomerycountymd.gov

Fax to 240-777-4099

In person at
1301 Piccard Dr., Suite 4200 Rockville, MD
20850

Required Documentation

Signed and dated application

Photo ID for the Applicant

Proof of residence for Applicant

Proof of gross income received in the last 30 days for all household members over 18: all unearned monthly income (SSI, Social Security, etc.)

Verification of Social Security numbers for all household members

Non-citizens: proof of immigration status

Electric/Heating bill



Case Study

Applications not approved for OHEP or needing additional assistance

Referrals can be made to Housing Stabilization Services or Salvation Army (as funding allows)

Housing Stabilization Services completes intake and will make appropriate referrals to the EAC as needed



Weatherization

Approved OHEP customers can be referred to DHCD Weatherization program if requested on the application

Weatherization reaches out directly to interested and eligible customers
Customer must be billed directly by BGE, Potomac Edison, Pepco or Washington Gas

Services can include Insulation, hot water system improvements, lighting retrofits, Furnace cleaning, tuning and safety repairs, refrigerator retrofit or other health and safety items

They also offer furnace/cooling system repair/replacement for households with an inoperable system as funding allows



Contact Us Check Status

Our office can be reached

By email at

ohp@montgomerycountymd.gov

By phone at

240-777-4450

In person at

1301 Piccard Dr., Suite 4200
Rockville, MD 20850

A customer can also check the status of their
application at

Myohpstatus.org



Important Tips



Make sure to complete and sign the entire application

Turn in all required documentation

Include all household members residing with you at time of application

Applicants should continue to make monthly payments to their electric/heating bills