



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
Department of Human Services
LOUIS PASTEUR BLDG., 3RD FLOOR
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Cranston, RI 02920

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
PUBLIC UTILITIES COMMISSION

IN RE: DEPARTMENT OF HUMAN SERVICES :
PROPOSED LIHEAP ENHANCEMENT : DOCKET 4290
CHARGE FOR CALENDAR YEAR 2020

COMMISSION'S THIRD SET OF DATA REQUESTS ISSUED TO DHS

(Issued November 12, 2019)
Please respond by November 19, 2019
(extended to December 10, 2019)

PUC 3-1

For each of the individual CAP agencies, please indicate what outreach efforts each undertakes to reach customers that may be eligible for LIHEAP.

Please see attached Excel file (CAPs Outreach 12 6 19).

PUC 3-2

For Block Island, please indicate whether the responsible CAP agency ever sends employees out to Block Island for outreach efforts, or whether Block Islanders are required to travel to the mainland and visit the CAP offices?

Tri-County Community Action South mails LIHEAP information to the Town Hall, Island Free Library, Superintendent's Office, and the Medical Center. Clients can do their application over the phone with an intake person at Tri-County and mail it in with copies of documents. Tri-County Community Action is available to any client to assist with an application via phone.

PUC 3-3

Please update the table provided as an answer to PUC 2-1 to include data for the past five years.

Only four years of data was available in the current tracking system

Grants by Municipality FFY 2016-FFY 2019

Municipality	Total for City FFY 2019	Total for City FFY 2018	Total for City FFY 2017	Total for City FFY 2016
Barrington	142	140	138	144
Bristol	491	451	471	504
Burrillville	576	450	390	357
Central Falls	1052	1080	1103	1175
Charlestown	242	249	171	168
Coventry	1045	948	808	816
Cranston	3141	2948	2724	2776
Cumberland	587	560	570	589
East Greenwich	148	121	120	131
East Providence	1425	1319	1262	1344
Exeter	144	119	104	106
Foster	138	118	96	97
Glocester	309	294	227	205
Hopkinton	244	212	159	163
Jamestown	28	28	26	32
Johnston	1372	1368	1146	1102
Lincoln	343	350	358	362
Little Compton	66	61	54	53
Middletown	167	142	135	141
Narragansett	212	213	205	208
Newport	376	351	346	360
New Shoreham	4	3	4	4
North Kingstown	707	653	577	591
North Providence	1194	1141	1065	1043
North Smithfield	171	168	164	168
Pawtucket	3355	3473	3598	3838
Portsmouth	225	209	196	197
Providence	10371	10666	10272	10227
Richmond	103	88	64	71
Scituate	201	201	158	134
Smithfield	386	357	325	293
South Kingstown	533	503	428	400
Tiverton	566	527	496	534
Warren	400	388	398	426
Warwick	2083	1918	1788	1829
Westerly	850	750	690	677
West Greenwich	111	106	78	74
West Warwick	1243	1083	935	895
Woonsocket	1754	1366	1391	1567
Totals	36505	35122	33240	33801

Please note that in the table Grants by Municipality FFY 2016-FFY 2019 there are slight changes to number of grants in Charlestown, Providence, Richmond, Scituate, and South Kingstown from the table in PUC 2-1. These changes are due to readjustments made for villages that extend into multiple municipalities. Total number of grants for the state are the same as in PUC 2-1.

Please note that in the table the following cities and towns include these villages.

1. Burrillville: Mapleville, Oakland, Pascoag, Harrisville, Glendale
2. Charlestown: Carolina, Kenyon
3. Coventry: Greene
4. Cranston: Fiskeville
5. East Providence: Riverside, Rumford
6. Foster: Clayville
7. Gloucester: Chepachet, Harmony
8. Hopkinton: Ashway, Hope Valley, Rockville
9. Lincoln: Albion, Manville
10. Little Compton: Adamsville
11. North Kingstown: Slocum, Saunderstown
12. North Smithfield: Slatersville, Forestdale
13. Portsmouth: Prudence Island
14. Providence: Hope
15. Richmond: Wood River Junction, Wyoming, Shannock
16. Scituate: North Scituate
17. Smithfield: Greenville
18. South Kingstown: Peace Dale, Wakefield, West Kingston, Kingston
19. Westerly: Bradford

PUC 3-4

For each of the CAP agencies, if the data is available, please indicate how many applicants were denied LIHEAP funding. And, if the data is available, for denied applicants, please indicate how far above the income limits the applicants were.

The data for denied applicants is below. In the current tracking system, the data is not available to show how far above income limits the denied applicants were when they applied.

Applicants Denied by Agency FFY 2019	
Blackstone Valley Community Action	140
Community Action Partnership of Providence	308
Community Care Alliance	69
Comprehensive Community Action	128
East Bay Community Action	135
Tri-County Community Action North	180
Tri-County Community Action South	118
West Bay Community Action	158

PUC 3-5

Please indicate whether the CAP agencies for the following communities are considering any targeted outreach to these communities increase enrollment. If so, what those efforts are. If not, why not?

DHS has recently authorized one of the CAP agencies (Westbay Community Action) to hire for a new position which will provide statewide outreach to the communities in Rhode Island, including the communities listed below. This is in addition to the outreach that the CAP agencies do in their catchment areas. The person in this seasonal position will make connections with organizations (senior centers, schools, food pantries, health centers, and others) offering onsite enrollment assistance and information to share with members. The goal is for this position to begin by January 2020. In FFY 2021, assuming federal funding is available, this position will begin in September.

The table below indicates the outreach work that the CAP agencies are doing or planning to do in FFY 2020. This does not include the work that the new statewide outreach specialist will do (outlined in the previous paragraph).

Community	Outreach Completed or Planned for 2019-2020
Block Island	Tri-County Community Action South sends LIHEAP information and flyers to the Town Hall, St. Andrew’s Church, Island Free Library, School Superintendent, and the Medical Center.
Little Compton	East Bay Community Action outreaches to senior centers in Tiverton and offers regular hours for information and enrollment at their center in Tiverton (1048 Stafford Rd, Tiverton) nine miles from the Community Center in Little Compton. Additionally, information is mailed or dropped off at the Brownell Library, the Community Center, and the Town Hall in Little Compton.
Scituate	Comprehensive Community Action works with the Office of Public Welfare for the Town of Scituate which assists with outreaching to the Scituate community. In addition, flyers are sent to the North Scituate Public Library at the beginning of the heating season.
East Greenwich	Westbay Community Action participates in local community events, works with St. Luke’s Episcopal Church, Westminster Unitarian Church, Christ Church of East Greenwich, and East Greenwich Housing, and provides flyers to local businesses. In addition, flyers are sent to the East Greenwich Public Library and St. Luke’s Food Cupboard at the beginning of the heating season.
Foster	Comprehensive Community Action works with the Foster Department of Human Services who takes LIHEAP applications and provides information to the clients coming to the food pantries. Flyers are sent to the Foster Public Library and the Tyler Free Library at the beginning of the heating season.
Jamestown	East Bay Community Action sends or drops off flyers to the Jamestown Town Hall, the Jamestown Philomenian Library, and the Senior Center.
North Smithfield	Community Care Alliance provides information and flyers to the Town Hall, North Smithfield Public Library, Stop and Shop, and Bigados Market.
Richmond	Flyers and information to the Richmond Senior Center. Flyers information to Wood River Health Center.
West Greenwich	Flyer and information to Faith Fellowship food pantry.

PUC 3-6

Please provide a copy of the DHS LIHEAP Manual.

Please see attached pdf file (LIHEAP Manual 2020 Final).

PUC 3-7

Is there a deadline for applications for heating assistance each year? If so, what is the deadline?

On May 1 of each year, the program closes. No new applications are taken unless customers need to apply for and be found eligible for LIHEAP, in order to apply for an Arrearage Management Plan.

PUC 3-8

If there is a deadline for applications for heating assistance, is there a grace period?

There is no grace period but if an application is in process but not completed by the last day of the program, the CAP agencies have two weeks to complete and process it.

PUC 3-9

Are LIHEAP funds utilized only on a going-forward basis for heating assistance?

Grants are used on a going-forward basis with one exception. Crisis grants are applied to LIHEAP-eligible households to have their utilities turned on after they have been shut off. Many of these grants are given in October-November time period when households that have had their utilities turned off during the summer months and now need utilities to heat their homes.

PUC 3-10

If LIHEAP funds are currently only utilized on a going-forward basis, would DHS consider permitting applicants to establish retroactive eligibility for a current heating season, so that customer arrearages for heating within that LIHEAP season could be addressed?

LIHEAP applications for primary grants are taken up until April 30 each year. This gives applicants the opportunity to apply for a primary grant later in the season. Deliveries for fuel paid for with a LIHEAP primary grant can be made through June 30 each year. In addition, through April 30, LIHEAP households can apply for a crisis grant, if they have exhausted their primary grant and have less than ¼ tank of deliverable fuel in their tanks. Crisis grants are put on a fast-track for delivery. Applicants can also use crisis grants when they have a utility shut off due to unpaid back balances, as described in PUC 3-9. With these options, we address the need for assistance throughout the heating season regardless of arrearages.

For utility arrearages, the current year awards from the federal funds and the LIHEAP Enhancement Fund help customers keep up with their monthly charges and allows them to dedicate their own funds to pay arrearages. Traditionally, the biggest challenge for those on arrearage payment plans has been keeping up with the current monthly charges.

PUC 3-11

As a follow-up to PUC 2-5, please identify the amount allocated to each CAP agency for the 2020 heating season.

Estimated Fuel Assistance Funding by Agency FFY 2020	
Blackstone Valley Community Action	\$ 3,584,238
Community Action Partnership of Providence	\$ 3,078,279
Community Care Alliance	\$ 1,352,190
Comprehensive Community Action	\$ 2,065,752
East Bay Community Action	\$ 2,699,090
Tri-County Community Action North	\$ 2,608,965
Tri-County Community Action South	\$ 1,703,706
West Bay Community Action	\$ 2,439,023
<i>Total</i>	<i>\$ 19,531,243</i>

PUC 3-12

Please update DHS's answer in PUC 2-6 to include the breakout of each category, by CAP agency, if said data is available.

LIHEAP Grants by Poverty Tiers FFY 2019					
Non-Crisis and Crisis Combined					
Agency	Under 75% FPL	75-100% FPL	101-125% FPL	126-150% FPL	Above 150% FPL
Blackstone Valley Community Action	971	1207	916	839	1572
Community Action Partnership of Providence	2612	2528	1510	1170	2465
Community Care Alliance	241	405	367	306	498
Comprehensive Community Action	357	565	628	638	1354
East Bay Community Action	547	679	621	684	1301
Tri County Community Action North	286	686	671	704	1508
Tri County Community Action South	415	536	468	513	1218
West Bay Community Action	625	767	767	770	1590
<i>Total</i>	<i>6054</i>	<i>7373</i>	<i>5948</i>	<i>5624</i>	<i>11506</i>