



United Way  
of Lancaster County



Minutes:

**CROSS PROBLEMS AND  
HOMELESS SERVICE PROVIDERS NETWORK**

Monday, November 21, 2016

2:30 pm, LGH conference room, Burle Business Center

ATTENDANCE

Doug Hopwood, Chair, presided.  
See attached sign-in sheets for attendants.

WELCOME

Doug opened the meeting with welcome and introductions. Minutes were posted online.

FOCUS TOPICS

**WIC**, Presented by Kim Sullenberger

WIC covers women who are pregnant or breastfeeding, infants, and children up to age 5. It is a nutrition program that provides food tailored to the adult's or child's nutritional needs and includes check-ins 4 times a year. Eligibility for WIC is for individuals/families who are SNAP eligible, those on Medical Assistance, or those who's yearly income is less than \$44,000 (for a 4 person household); children/infants with disabilities are eligible, regardless of family income. WIC emphasizing breastfeeding first, then formula. They do not provide diapers and do not have formula on-site to immediately dispense. Weekly food packages are valued at \$50-\$60. WIC serves about 9,000 people in Lancaster County and has several clinic locations and a mobile clinic.

The issue of county transfers was raised, with clients who are moving from another county to Lancaster County; these clients should follow-up directly with the WIC office for assistance.

**LIHEAP**, Presented by Shannon Wolpert

LIHEAP helps with heat assistance (money to pay heating costs). Applications submitted must be for the current year. There are 4 different options: cash, crisis, state weatherization, and crisis weatherization. Applicant must have the responsibility to heat the home (bill/account must be in their name, with some exceptions). Funds are granted for the heat source only, not other fees (example: fees for electric restart or service fees for oil system).

- Cash: Payout once a year, based on the heat source (oil, electric). The minimum payout is \$200 and the maximum is \$1000. Amount is based on household size and income, with supplements based on certain criteria (age, disability).

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- Crisis: This can be applied for when an individual is completely out of heat (electric shut off, out of fuel oil). The minimum payout is \$25 and the maximum is \$500. PPL has a portal LIHEAP can use to verify eligibility status; UGI also as communication system.
- State Weatherization: Application needs submitted and there is a waiting list. These services are contracted out and fix issues such as insulation and broken windows.
- Crisis Weatherization: This applies when a part of the system that supplies heat is broken. LIHEAP must take corrective action within 48 hours of verification of need.

When considering eligibility, the definition of a loan has changed. Income is based on the prior month, then multiplied by 12 for a year income, or income can be annualized in the form of a 12 month lock-back. The best way to contact LIHEAP for more information is to call the customer service center at 1.877.395.8930 (Monday thru Friday, 8 AM to 5 PM) or utilize the online Compass site or the mobile app. Providers are able to call if the client is present with them and gives permission.

### **PPL**

A PowerPoint presentation for this will be posted on the 211 site. Gladys Malone is able to come to any agency to discuss issues. She can be contacted at 717.560.2412 or [gtmalone@pplweb.com](mailto:gtmalone@pplweb.com).

### **UGI**

Toni Gainer will follow up on the information for this and distribute to the committee.

### **Winter Shelters**

Columbia, Presented by David Powers

This shelter is floor space only style and is available starting December 1<sup>st</sup>, 7 days a week, from 7 PM to 6:30 AM. There is a day shelter available as well. This shelter serves primarily the Columbia community, or those who have ties to the Columbia area. It is located at St. Johns, St. Peters, Columbia Presbyterian, and Vision Columbia. Last year the shelter served 31 unique individuals. Registration is at Columbia Presbyterian.

Elizabethtown, Presented by Janice Davis

This shelter serves a maximum of 30 individuals and is available starting November 28<sup>th</sup> until April 2<sup>nd</sup>, with check-in from 7-8 PM and checkout at 8 AM. Janice and her husband started the shelter at St. Paul's in Elizabethtown, where her husband is a pastor. The shelter is open to those who reside in the Elizabethtown school district or those who have ties to the Elizabethtown area. They opened last year and this led to the formation of the ECOS team. Janice received assistance getting started by conversations with other Lancaster shelters. The shelter is staffed with volunteers and has a donation area. Clients are registered through CHART and become ECOS clients. Daytime contacts go to the ECOS team, after hours calls go directly to the shelter line; after 8 PM, a police escort through the Elizabethtown Borough Police is needed. The shelter serves men, women, and children.

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Lancaster, Presented by Jim Amstutz

The Lancaster shelter can serve a maximum of 46 women and their children (females of any age, male children up to age 13) at the YWCA. The shelter is available starting December 7<sup>th</sup> until March 19<sup>th</sup>, with check-in from 7:30-9 PM and checkout at 8 AM. Authorizations will be completed for the entire season this year; registration will go through CHART or a walk-in at TABOR or the YWCA. For admission after hours, either a police escort or a Lancaster General Health direct referral is needed. The severe weather policy has changed for this year. This shelter has limited access for those with disabilities; oxygen is acceptable. Both shelter positions posted have been filled.

Winter shelter for men and boys (above 13) is held at the Water Street Mission, with check-in between 6:30-8:30 PM.

There continues to be a gap for unaccompanied single minor males (aged 13-17)

### OPEN DISCUSSION

There is a gap in moving services for this population. Clients are housed, but may have issues moving belongings to their new home.

Shelter for unaccompanied minors, specifically males, is a large issue. Unaccompanied minors requires a call to the Child Line (Children and Youth).

A recurrent issue is referring clients to CHART/services before the client becomes homeless. The clarification was made that clients can be referred to CHART once they are admitted to inpatient care, if homelessness is anticipated to occur upon discharge. Implementing preventative measures before homelessness occurs would help prevent trauma to families.

### GOOD NEWS/ANNOUNCEMENTS

The update was given that the Lodge no longer offers a supportive outreach program for housing locator. Lodge services are only available to clients who are currently served through BHDS (or a partner agency).

Bridge of Hope officers services to single mothers in need of housing.

A turkey give away will again occur at the Clipper Stadium at Christmas; deliveries are by referral (providers/clients should call 717.397.3034).

Lancaster South offers a connector referral service for South Lancaster.

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### NEXT MEETING

The next meeting will be Monday, January 23, 2017 at 2:30 pm at Burle Industries, New Holland Avenue, Lancaster.

Minutes and Agendas are posted to: [www.PA211East.org](http://www.PA211East.org).

If you have any questions or comments, please contact Toni at [gainer@uwlanc.org](mailto:gainer@uwlanc.org)

Prepared by:  
Amanda Martin  
LCCEH, Lancaster General Health