

Report to the Department of Justice on Duke & El Paso Settlement Funds for Case Management 12/27/06

INTRODUCTION

This report complies with the requirement found in the Interagency Agreement between the Department of Justice and Oregon Housing and Community Services. The report is to explain "...how the settlement funds were used and the kinds and extent of the benefits provided to low-income energy consumers in Oregon." OHCS is utilizing these monies to fund case management in a program called Energy Education and Consumer Competency (E2C2).

WHO WE SERVE

These funds, according to the Agreement, are to expand the delivery of case management services beyond the federal REACH (Residential Energy Assistance Challenge) grant pilot, which includes three agencies. OHCS requested proposals from community action agencies from around the state. The DEP funds were offered as first-year start-up funds for agencies interested in providing case management services for a limited number of energy assistance or weatherization clients. All clients will meet income requirements for energy assistance programs. See Attachment A for income requirements. Nine agencies have responded with proposals that were accepted for funding. They include:

Agency	Counties Served
Community Action Agency of Marion/Polk Counties	Marion Polk
Community Action Program of East Central Oregon	Gilliam Morrow Umatilla Wheeler
Community Action Team	Clatsop Columbia Tillamook
Community Connection of NE Oregon	Baker Grant Union Wallowa
Clackamas County Social Services Division	Clackamas
Community Services Consortium	Benton Lincoln Linn

Lane County Human Services Commission	Lane
Multnomah County Dept. of School & Community Partnerships	Multnomah
Oregon Coast Community Action	Coos Curry

SERVICE DELIVERY

Each agency above completed a detailed work plan that became part of their contract with OHCS that describes how they will deliver the service and accomplish the outputs and outcomes expected of them. See Attachment B for the boiler plate from which these plans were created. Flexibility was allowed so that agencies could integrate the program into existing delivery of case management or create new staffing to deliver the services.

These nine agencies received a full-day of training on October 24, 2006 on the expectations and skills required to deliver services. This was followed with a web-based training on December 14 and 20 that rolled out the OPUS database that was created for this program. Another round of proposals from additional community action agencies will be considered following a January 19, 2007 deadline.

Clients who access case management will have been screened at intake for energy assistance or weatherization services to determine if they have needs that could be addressed through additional services. If so, they may get a referral to other services within the agency or community and they may be referred for a quick assessment of their needs. If this level two service does not meet their needs, and they meet the criteria, then they may be referred to case management. The Stability Triangle (see Attachment C) describes these three levels of service.

In case management, a comprehensive assessment is conducted to determine the specific barriers this family faces to achieving self-sufficiency. Once completed, the case manager assists the family in determining appropriate goals and setting up an action plan, complete with detailed steps. The case manager's role is to provide guidance, encouragement and referrals and to assure follow through. They will meet with each client at least once per month to monitor progress and to modify the plan, as appropriate. Upon completion of case management, an exit assessment will be conducted to determine movement, whether positive or regression. Over time, this will provide data about the impact of specific measures taken within the case management program.

PROGRAM SPENDING

Each agency was granted approximately \$52,000 as a start up budget. Depending on program design and availability of other funds, an agency may expend these funds in 12 months, whereas others may carry over some funds to a second year. Agencies were

encouraged to leverage other funds and to develop tentative year two budgets. All funds will be expended by December 31, 2008, as required by the Interagency Agreement.

NEED

As described in the energy assistance reports, less than 20% of the 419,000 eligible households are served with energy assistance by OHCS. This E2C2 program focuses on households that are provided energy assistance or weatherization services or that are on waiting lists to be served by these programs. Our intent is to identify households that, with some additional services, may be able to break the cycle of dependency. These are households that have the desire and skills to learn and apply energy education concepts and who are motivated to access resources and make life decisions that will improve their circumstances. Case management assists clients to identify the barriers to self-sufficiency and helps them develop an action plan of clear steps they will take to achieve their goals. The need and benefit for these additional services was documented in the REACH grant.

CONCLUSION

The Duke and El Paso Settlement Funds provided necessary funding to expand the REACH grant pilot to more communities. We are now accessing nine agencies and 21 counties. These funds have opened the door to leverage other funds to continue the services into the future. It is too early to measure the impact this program will have on the lives of clients, but through the REACH grant, we are establishing a record of successes. Programs such as this may not serve high numbers of clients, but they have a more substantive impact on those served. Case management provides an important tool to better help clients move toward self-sufficiency. The E2C2 program gives people an opportunity to build better lives.

ATTACHMENTS

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| Attachment A | Poverty Guidelines |
| Attachment B | E2C2 Case Management Work Plan boiler plate |
| Attachment C | Stability Triangle |

Attachment A

POVERTY GUIDELINES For Use in Federal Fiscal Year 2007 2006 Federal Poverty Guidelines at 100% – Source HHS

Household Unit Size	Annual Income	Monthly Income
1	\$9,800.00	\$816.66
2	\$13,200.00	\$1,100.00
3	\$16,600.00	\$1,383.33
4	\$20,000.00	\$1,666.66
5	\$23,400.00	\$1,950.00
6	\$26,800.00	\$2,233.33
7	\$30,200.00	\$2,516.66
8	\$33,600.00	\$2,800.00
9	\$37,000.00	\$3,083.33
10	\$40,400.00	\$3,366.66
11	\$43,800.00	\$3,650.00
Each Additional Member	\$3,400.00	\$283.33

60% of State Median Income by Household Size For Use in Federal Fiscal Year 2007 Estimated State Median by Household Size – Source HHS

Household Unit Size	Annual Income	Monthly Income
1	\$19,110.00	\$1,592.50
2	\$24,990.00	\$2,082.50
3	\$30,870.00	\$2,572.50
4	\$36,750.00	\$3,062.50
5	\$42,630.00	\$3,552.50
6	\$48,510.00	\$4,042.50
7	\$49,613.00	\$4,134.41
8	\$50,715.00	\$4,226.25
9	\$51,818.00	\$4,318.16
10	\$52,920.00	\$4,410.00
11	\$54,022.00	\$4,501.83
Each Additional Member	\$1,102.50	\$91.87

Attachment B

E2C2 Comprehensive Case Management MGA Work Plan Amendment

December 15, 2006

CAA Name: _____

CAA Contact: _____

Phone #: _____

OHCS Contact: John Falkenstein

Phone #: 503-986-6704

Purpose

The purpose of the E2C2 Case Management program is to offer those households receiving energy assistance or weatherization an opportunity to move toward economic stability. It is recognized this goal cannot be accomplished unless the case manager works with willing households to identify and address their unique and multiple challenges to achieving self-sufficiency.

This comprehensive case management program is expected to integrate with existing case management efforts within the community action agency, though it is understood this holistic and comprehensive approach may be more broad-based than some agencies' existing practices. This program is intended to expand energy assistance and weatherization services so clients may be served on three levels. See the attached Stability Triangle to illustrate. Level 1 is the point of intake for energy assistance and weatherization and is carried out by intake workers. As presenting needs are identified that cannot be addressed at this level, the client is referred to Level 2, which may be addressed by existing staff and/or by the case manager hired through this program. Client needs may be met at this level, but if not, then the client may be screened and admitted to the case management program, which is delivered by the case manager. Most of the reporting requirements will be achieved through regular OPUS reports.

Minimum Requirements

Please complete the following questions to meet the minimum requirements for a comprehensive case management program within the E2C2 program. A successful proposal will address how the community action agency (CAA) will address each requirement.

- **Energy education**

1. Has an energy education proposal been submitted to OHCS? Has it been approved?
 2. Describe how the case management program will coordinate with energy education to assure clients are appropriately referred between the two programs and provided the respective services, when identified as a need.
- **Intake process** to comprehensive case management begins through the energy assistance and/or weatherization programs and links these clients to all other services provided by the CAA.
 1. How will you identify potential case managed clients from LIEAP, OEAP and weatherization programs?
 2. What process will you use to enroll new clients?
 3. How will you assure linkage to other services of the CAA?
 - **Assessment** of household needs, utilizing the OPUS comprehensive assessment tool, is required of clients who enter case management.
 1. Describe when and how the assessment tool will be used.
 2. Will the Quick Assessment be used, also, or only the comprehensive assessment tool? If so, under what circumstances.
 3. How will the assessment tools be utilized as part of the intake process?
 4. For case managed clients, the comprehensive assessment tool is to be used at entry and exit to case management. In addition, it is to be periodically updated as the client demonstrates progress in accomplishing their identified goals. Describe the frequency for which the assessment will be updated to document the progress made.
 - **Goal setting and action plans** shall occur with attention given to immediate, intermediate and long-term goals. Each client must play a primary role in setting his or her goals.
 1. Describe the process a case manager will use to move from the comprehensive assessment and any other intake processes to identifying goals and action plans.
 2. Describe the frequency of client contact and whether that contact will be face-to-face and/or other means of communication.
 3. How will you gauge success and measure results?
 4. How often will you review goals and action plans to determine if they are still appropriate?
 - **Caseload expectations to be affirmed:**
 1. Describe the number of Level 3/case managed households you expect to serve at any point in time and the number you expect to serve per year. (See attached Stability Triangle to describe Level 3.)
 2. Serve each active household for 6-12 months.
 3. Meet at least once per month with each active household.

4. Provide Level 2 services to identify short-term support services to meet needs of clients.
- **Coordination** with services shall be provided for those offered by the agency and outside of the agency to assist clients to achieve their action plans and goals.
 1. Describe how this additional case manager will integrate into the agency's current case management efforts (preferred) or if not, then how this case management effort will coordinate with the agency's other case management services.
 2. Describe how clients will be served by the agency through a team approach, making available to clients the internal and external resources of the agency to meet the multiple and diverse needs of each client.
 3. Describe the emergency short-term and long-term stabilization resources and funds that will be available to help clients be successful in this case management program.
 - **Monitoring** systems and program management will be put into place to assure clients are served as planned and that results are achieved.
 1. Describe how the case manager will fit into the CAA's organizational structure.
 2. Describe how you will provide oversight and assure quality control.
 - **Reporting** of client data will occur in OPUS.
 1. Describe how you will train case managers in use of the OPUS modules.
 - **Confidentiality**
 1. Provide an assurance that agency procedures related to confidentiality will be applied to all staff members who have access to case management records, clientele and OPUS data.

Performance Measures

Most of the data for these measures will be collected in OPUS.

Outcomes to Achieve Family Stability

Immediate

- Presenting need or crisis is addressed and emerging needs are identified and client is connected with appropriate services

Intermediate

- Reduced dependence on energy assistance
- Clients experience fewer crises that impede project participation and are better able to manage these crises.
- Participant increases basic life skills (home management, parenting, etc.)
- Participant abilities in problem solving increased. Conflict management, self-reliance and resilience are increased
- Safe, affordable housing
- Improved utility payment patterns
- Increase in employment stability and employability skills
- Increase in household income
- Family stability

Outputs

Level 3

- Number of households served through the E2C2 case management program.
 - Total number of households served during the reporting period
 - Numbers that entered through energy assistance or weatherization referrals
 - Average case load during the reporting period
- Number of months households participated in case management during reporting period
- Movement on comprehensive assessment scale from entry to exit for households completing case management services during reporting period
- Number and value of internal leveraged resources utilized by case managed clients
- Number and value of external leveraged resources utilized by case managed clients
- Change in energy burden from entry to exit from case management

Level 2

- Number served by agency through Level 2 short-term support services
 - Quick assessment
 - Energy education
 - I & R
 - Oregon Helps
 - Referred to weatherization

- Moved to other agency delivered services
 - Internal
 - External

Budget

Submit your proposed budget for Year One and Year Two. We recognize that each community action agency is unique in staffing, budgeting and delivery of services. We want to work with you to craft a Year Two budget that addresses your operations. Let us know if we can assist with this.

For Year One, you may operate as proposed by OHCS using only the Duke/El Paso settlement funds, or you may choose to supplement with LIEAP Assurance 16 funds or other local funds.

For Year Two, you will need to demonstrate how the Duke/El Paso funds will be replaced. Options include LIEAP Assurance 16 funds, OEAP Program Delivery funds and/or other local funds.

Discretionary dollars: We encourage you to work with your CSBG and Homeless Coordinators as well as your Director to apply for discretionary dollars as a pilot project to enhance your E2C2 program.

The above agreement has been reviewed and approved by:

Community Action Agency Director

Date

John Falkenstein, OHCS Program Coordinator

Date

Richard Mathews, Acting Services Outreach Section Manager

Date

Nancy Cain, Acting OHCS CRD Division Administrator

Date