



# MCOP - MEAP PY 2019

Program Overview for Washtenaw County Barrier Busters Network

November 28, 2018

# Agenda

- ▶ Who is eligible for MEAP assistance?
- ▶ How will clients have access to MEAP through MCOP?
- ▶ What is the process for households seeking utility assistance?
- ▶ When should clients NOT be referred to MCOP?
- ▶ A note about account holds
- ▶ Questions & Answers



# Who is eligible for MEAP assistance?

- ▶ Eligibility is determined by MDHHS through State Emergency Relief (SER)
- ▶ Starting 10/1/2018, households can only receive SER one time per commodity per program year, regardless of if they've hit the SER commodity cap (\$850). Any additional assistance during the year must be obtained from a MEAP provider (e.g., MCOP, Salvation Army, etc.)
- ▶ Households must have an SER approval after 10/1/2018 to be eligible for additional assistance through MEAP. This rule applies per commodity.
- ▶ MEAP can assist with SER copayments for shortfall and client contribution only. ***MEAP cannot be used for income/asset or prorated SER copayments.***
- ▶ Households are expected to stay with the same MEAP provider for the entire program year if they need additional assistance.
- ▶ The overall cap on MEAP assistance is now \$2,000 per program year (does not include SER assistance).



# Who is eligible for MEAP assistance?

## STATE EMERGENCY RELIEF DECISION NOTICE

We have made a determination on your request for assistance.

The "DATES COVERED" field must begin on or after 10/01/2018 in order for the household to qualify for MEAP assistance in FY 2019.

### Comments:

DHHS will only issue one payment for heat and one payment for non heat electricity between October 1 and September 30 each year. A SER payment for heat or non-heat electricity service qualifies your household for additional energy services through the Michigan Energy Assistance Program (MEAP). Please call 2-1-1 for a referral to a MEAP grantee to see what other assistance you may be eligible to receive.

Eligibility Group Number: 21212121

SERVICE REQUESTED	DHS PAYS	YOUR PAYMENT	TOTAL	DATES COVERED
Heat - Deliverable Fuel	\$ 352.87	\$ 0.00	\$ 352.87	10/01/2018 - 10/30/2018

Clients are only eligible for MEAP assistance for the commodities listed under "SERVICE REQUESTED" limited to the following:

- Heat- Natural Gas/Wood/Other
- Heat – Deliverable Fuel
- All Electric Household
- Non-Heat Electricity
- Heat Deposit/Reconnect Fees
- Non-Heat Electric Deposit/Reconnect Fees

★ Households will be automatically denied if they reapply for SER for the same commodity a second time during the same program year. They only need one approval during each year to be eligible for MEAP.



# How will clients have access to MEAP through MCOP?

- ▶ Monroe County Opportunity Program (MCOP) is administering MEAP funds in Washtenaw County this year.
  - ▶ Other agencies also providing MEAP assistance: Salvation Army, True North
- ▶ Households eligible for MEAP assistance should NOT be entered into the Encompass system; they can be referred directly to MCOP
- ▶ The Barrier Busters Network will be an essential referral partner to ensure eligible households in Washtenaw County are directed to MCOP for MEAP
- ▶ Households must complete Self-Sufficiency services provided by MCOP before they can receive any direct bill payment assistance or be enrolled in an Affordable Payment Plan
- ▶ Households are expected to stay with the same MEAP provider for an entire program year, so it's best to ask if they've already applied with another provider (Salvation Army or True North)



# What is the process for households seeking utility assistance?

- ▶ 1. Household must apply for State Emergency Relief (SER) as of 10/1/2018
  - ▶ The Network should help clients apply for SER through the MIBridges portal if they have not already done so. MIBridges will work on any device with an internet connection. If an agency cannot assist with the SER application, a list of MIBridges Navigators in Washtenaw county will be provided to the network for referrals. Whenever assisting a household with MIBridges, please have them add MCOP's Anna Grassley as a Navigator so we have access to their SER decision notice(s)
- ▶ 2. If household is approved for SER with a shortfall or client contribution copayment, or they have already received SER during this program year, they can be referred to MCOP. They do not need to reapply for SER if they have already received it for the same commodity since 10/1/2018
  - ▶ Please have clients call MCOP at phone number: (734) 241-2775 ext. 202
- ▶ 3. MCOP will provide Self-Sufficiency services in Washtenaw in a group setting. MCOP will handle all scheduling for services.
- ▶ 4. MCOP will collect all necessary MEAP paperwork from clients during Self-Sufficiency services and will process any eligible payments/APP enrollment.





# When NOT to refer clients to MEAP?

- ▶ If the household has not yet applied for SER as of 10/1/2018
  - ▶ In these cases, please assist the household in applying through MIBridges
- ▶ If the household's SER application has been denied for any reason
- ▶ If the household's SER copayment is entirely a result of income/asset copayment or proration - please seek other funding sources

We have made a determination on your request for assistance.

**\$212.50 copay results from alien proration - not an allowable MEAP payment**

**\$350.00 copay is an amount over the fiscal year cap. MEAP funds can be used to assist with this copay**

SERVICE REQUESTED	DHS PAYS	YOUR PAYMENT	TOTAL	DATES COVERED
Non-Heat Electricity	\$ 637.50	\$ 562.50	\$ 1200.00	05/24/2018 - 06/22/2018

Your total copayment is \$ 562.50 and results from \$ 0.00 unmet required payments (shortfall), \$ 0.00 income/asset copayment, **\$ 212.50 prorated amount** **\$ 350.00 contributions from you and/or other sources.**

No DHS payment(s) will be made for **any service(s)** until you provide proof that you made your payment(s) shown above. If verification of your payment(s) is not returned by 06/22/2018 the DHS payment(s) will not be



# A note about account holds

- ▶ DHHS is supposed to be placing holds on client accounts when they apply for State Emergency Relief (SER).
  - ▶ If you find that this is not happening as it should, please send the MDHHS case number to MCOP and we will forward the issue to Michigan Community Action. We are not to take these issues up directly with local DHHS staff persons.
- ▶ Just a reminder about our agreements with utility providers (DTE/CE)
  - ▶ We are not to place holds on client accounts unless we have the intention of assisting them with direct bill payment.
  - ▶ Many times we encounter clients who are either ineligible for assistance and/or are not looking for financial assistance, and they want more time to find other solutions. Placing an account hold under these circumstances is a violation of our agreements with our local utility providers.





# Questions?

## MONROE COUNTY OPPORTUNITY PROGRAM CONTACT INFORMATION

- ▶ Direct Program Staff: Anna Grassley
  - ▶ (734) 241-2775 ext. 202
  - ▶ agrassley@monroecountyop.org
  - ▶ CP-ID: 201472-003 (used to assign Navigator to client in MIBridges)
- ▶ Program Supervisor/Support: Lynnette Bates
  - ▶ (734) 241-2775 ext. 217
  - ▶ lbates@monroecountyop.org
- ▶ Program Director: Sandy Wilson
  - ▶ (734) 241-2775 ext. 228
  - ▶ swilson@monroecountyop.org

