

Intake Staff Training

Division of Energy Assistance
Office of Community Services
Administration for Children & Families
U.S. Department of Health and Human Services



ADMINISTRATION FOR
CHILDREN & FAMILIES

Agenda

- Training
- Initial Contact
- Crises
- Discussing Benefits
- Wrap-Up



Training

This section introduces best practices for training subgrantees and staff.

Intake Staff Training

- LIHEAP Funds are available for people who need assistance with energy costs.
- Individual programs must determine eligibility and the amounts.
- What questions do you have?

Intake Staff Training (continued)

- What went well?
- What did not go well?
- What should have been done differently?
- What have you done in your training that has worked well?



Initial Contact

This section reviews the rules and practices surrounding initial contact.

Initial Contact

- Is that the correct way to handle the call? Why or why not?
- How do you handle callers when there is no money available?
- Do you train your subgrantees on phone etiquette?



Crises

This section discusses how different groups define crises.

Crisis Defined

- Grantees vary in how they define an energy crisis and establish eligibility criteria.
- Common criteria is lack of home energy, including the following:
 - Pending or actual disconnection of utility
 - Empty or near-empty fuel tank (for home delivery)

Crisis Time Frames

- Section 2604(c) of the LIHEAP statute [(42 U.S.C. § 8623)] requires that grantees do the following:
 - Not later than 48 hours after a household applies for energy crisis benefits, provide some form of assistance that will resolve the energy crisis if such household is eligible to receive such benefits
 - Not later than 18 hours after a household applies for crisis benefits, provide some form of assistance that will resolve the energy crisis if such household is eligible to receive such benefits and is in a life-threatening situation

Crises

- Review the application.
- Is this a crisis?
- How do you calculate the time frame for a response?
- What if the heat was already turned off?
- How do you facilitate an application on a priority basis?
- Do you have a procedure for temporary shelter until heat is restored?



Discussing Benefits

This section reviews handling difficult situations.

Discussing Benefits

- What went well?
- What should have been done differently?
- What training do you offer subgrantees to help with difficult situations?
- What training do you offer subgrantees to deal with the emotional side of things?
- What do you tell your subgrantees or staff about boundaries?
- Do your subgrantees have information on other sources of aid?



Summary

This section summarizes what was discussed in this section.

Summary

- Train your subgrantees appropriately to ensure understanding.
- Ensure your subgrantees know the rules around initial contact.
- Work with your subgrantees to ensure they understand how you define a crisis.
- Help your subgrantees learn how to deal with emotional situations.
- Ensure your subgrantees have information about other resources for assistance if LIHEAP funds are not available.

Questions?

