

LIHEAP PROGRESS REPORT

Program Activities for March 2021: We found out this week that Ameren will not be sending disconnect notices until April 1st and they will start their actual disconnects on April 14th. Since DECO decided last month to change our final application date back to May 31st it is leaving us with a very shortened time frame to take applications from Ameren customers that are in a disconnect situation. Ameren did change qualifications for "imminent disconnect" that they are communicating to us through LIHEAP.net this month. Any customer owing over \$300 is showing up in our system as in imminent disconnect status so we can provide as much energy assistance funding on the accounts as we can without the normally required disconnect notice. This has been very helpful for us to serve these customers in a very quick & efficient manner. Starting in March DCEO is no longer requiring us to gather new documentation for returning customers that have an approved app this season. This is a tremendous benefit to both the customer and us. It really streamlines and speeds up our intake and verification processes and for returning customers it is as easy as phone call to us let us know they are in a disconnect situation.

Ameren Cares: We received our \$35,000 Ameren Cares funding on March 5th. To date we have processed 47 applications representing 147 individuals. To date we have obligated \$11,532.00 of the \$35,000.

PIPP status: The status of PIPP as of 3-26-21 is:

County	Total # Participants	Drops
Christian	275	23
Clay	74	15
Effingham	226	34
Fayette	123	48
Montgomery	298	37
Moultrie	24	2
Shelby	106	18
Agency	1126	177

LIHEAP status: The status of LIHEAP as of 3-26-21 is as follows:

County	# Taken	#DVP	\$DVP Spent	#RA	\$RA Spent
Christian	837	679	\$383,094	133	\$87,405
Clay	803	653	\$371,186	161	\$88,179
Effingham	588	529	\$287,276	97	\$56,707
Fayette	676	586	\$336,260	139	\$86,553
Montgomery	789	668	\$379,991	111	\$76,051
Moultrie	311	284	\$157,033	38	\$17,757
Shelby	439	368	\$215,279	95	\$58,994
Agency	4,443	3,767	\$2,130,119	774	\$471,646

Kathy Walk, Energy Program Director



**C.E.F.S. Workforce Innovation and Opportunity Act Program
Monthly Progress Report
March 31, 2021**

Customers served from July 1, 2020 to March 31, 2021

1A (Adult)	179
1Y (Youth)	101
1D (Dislocated Worker)	100
1E	21
TAA	5
TOTAL SERVED	406

A Trade Rapid response has been scheduled for Wednesday, April 21, 2021 for LSC Communications, Mattoon. DCEO has assisted with coordinating two sessions for employees impacted by the plant closure. Invitation letters to the Rapid Response event were sent out to over 500 LSC employees.

Schutt Sports in Salem is closing and will be moving out of Illinois to Indiana in stages throughout this year. 100 employees will be impacted by the closure. DCEO has been in contact with the company to set up an initial meeting with the company. Details of the closure and scheduling workshops will be discussed.

Lake Land College performed Programmatic monitoring the week of March 1, 2021. Reviewed were Adult, Dislocated Worker, Youth, and TAA programs for the period of 3/10/2020 through 2/24/2021. There were no findings through this monitoring visit.

Lake Land College completed fiscal the week of March 29, 2021. There was one finding and corrective action has been taken.

DCEO will perform financial/programmatic monitoring for the time-period of March 1, 2020 through March 31, 2021. The review is scheduled to begin on May 3, 2021. The purpose of the monitoring is to assure compliance with the Workforce Innovation and Opportunity Act; the Trade Act and its amendments, if applicable; and to find any errors or weaknesses which could potentially lead to audit findings.

Elaine Nuding and Laurie Jennings attended the IWP – Illinois Workforce Partnership meeting held virtually on March 4, 2021.

Staff attended the virtual IWP Performance Workgroup Taskforce meeting on March 25, 2021.

Kristen Turner and Laurie Jennings attended the Local System Administrator Training by DCEO on March 23 and March 25th.

C.E.F.S. WIOA Program is seeking and recruiting youth ages 16 – 24 that are not currently attending school and are interested in paid work experience or on-the-job training. The work experience and on-the-job training programs are excellent opportunities for youth needing basic job skills training. If you know of any youth who are unemployed, please have them contact one of our C.E.F.S. WIOA offices.

Currently we have 270 customers receiving Career and Training Services through all programs. 136 customers have been exited this program year. Total number served to date is 406.

Youth Program

- ◆ Staff are currently taking applications to enroll new customers.

Adult Program

- ◆ Staff are currently taking applications to enroll new customers.

Dislocated Worker Program

- ◆ Staff are currently taking applications to enroll new customers.

TAA Program

- ◆ No changes to report.

Laurie Jennings – Workforce Program Director

**MEALS on Wheels of CEFS
Progress Report
APRIL 2021**

MOW:

Meal Statistics March (Fiscal year: Oct 20 – Sept 21)

Area 9 (Effingham, Clay, Fayette Counties)

Service	Monthly	YTD	Budgeted	% YTD
Cong - meals			23,883	
HD - meals	9,711*	49,668	66,140	75%
Cong – PI			\$ 58,038	
HD – PI	\$17,399.41	\$101,442.05	\$120,377	84%
Age Group:	60-64	65-74	75-84	over 84
CI				
CII	57	176	248	197
Total Unduplicated		Congregate	Home Delivered	678

***2 centers served over 1,000 and 1 center served over 3,000 meals in March.**

Area 7 (Christian & Montgomery Counties)

Service	Monthly	YTD	Budgeted	%YTD
Cong - meals			25,864	
HD - meals	6,980*	34,726	41,400	84%
Cong – PI			\$49,918	
HD – PI	\$11,543.00	\$66,787.70	\$69,138	96%
Age Group	60-64	65-74	75-84	over 84
CI				
CII	50	118	172	112
Total Unduplicated		Congregate	Home Delivered	452

***3 centers served over 1,000 meals in March.**

Debbie Weber- Director

OUTREACH REPORT

March 2021

GENERAL ASSISTANCE

Year to date number of homeless persons assisted to obtain shelter	49
Number of persons seeking housing assistance	10
Number of homeowners seeking mortgage assistance or foreclosure prevention	0
BEAM applications completed (formerly called Circuit Breaker)	54
SNAP applications completed (formerly called Food Stamps)	12
Information and referral services provided	3534
Other: First Time Homebuyer Training Course	2

LOW INCOME CLIENT SERVICES ONLY

Number of people helped access reliable transportation and/or driver's license	4
Number of clients assisted to obtain health care services/applications/coverage	9
Number of clients assisted to obtain and/or maintain safe and affordable housing	20
Completed non LIHEAP energy assistance applications	0
Number of person receiving clothing assistance	0
Number of persons assisted with phone applications	1
Number of households receiving food vouchers	1
Number of persons being assisted through CSBG work training program	1

SEASONAL ASSISTANCE

Federal income taxes filed	345
Scholarships - Summer Youth Camp	3

VOLUNTEER INFORMATION

Number of New Volunteers	1
Number of Volunteer Hours	198

FOOD PANTRY INFORMATION

Food Pantry Boxes Provided	228
Number of Individuals Served	541
Food Pantry Cash Donations Received	\$5,405.00
Pounds of Donated Food Received	2841
Central Illinois Food Bank/Feeding America Pounds Received	18335

LITERACY INFORMATION

New Learners	
New Tutors	
Obtained Skills/Competencies for Employment	
GED Test Completed	
Unemployed and found a job	
Other - Reached various goals (SORT Goal-Modified)	6

DHS Reports

DHS ETH - Hotel	Paid Applications	3 =	\$831.09
DHS HP -	Paid Applications	6 =	\$4,972.00
DHS Food Vouchers Provided		=	\$0.00

CUSTOMER SATISFACTION SURVEYS

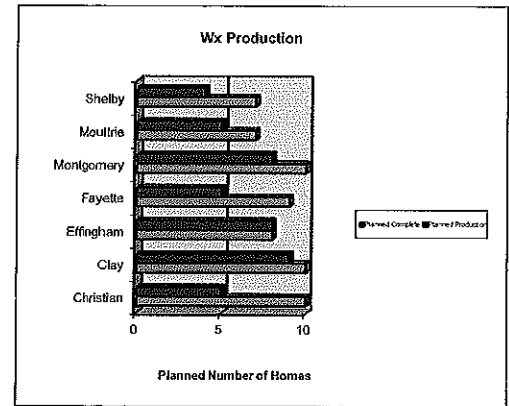
# Very Satisfied	25
# Satisfied	3
# Dissatisfied	0
# Neutral	0
# that did not put a rating	0

HOUSING PROGRESS REPORT March - 2021

Weatherization Production

HHS, DOE, State

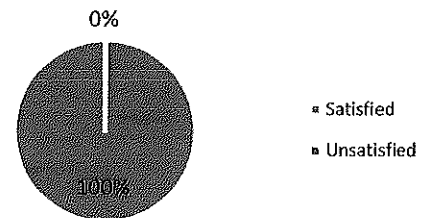
	Planned Production	Complete	Monthly Production	In Progress	Assess ed	Need
Christian	10	5	0	7	0	2
Clay	10	9	0	0	0	0
Effingham	8	8	2	0	0	-2
Fayette	9	5	0	3	0	1
Montgomery	10	8	2	2	0	0
Moultrie	7	5	0	0	0	2
Shelby	7	4	1	3	1	2
Total	61	44	5	15	1	5



Customer Satisfaction

	Satisfied	Unsatisfied
Christian	5	0
Clay	9	0
Effingham	8	0
Fayette	5	0
Montgomery	8	0
Moultrie	5	0
Shelby	4	0
Total	44	0

Customer Satisfaction



Weatherization/Ameren Jobs

There were two jobs submitted to the Ameren Incentive Program in March.

RSVP:

March 2021

April 1st saw the beginning of our three new grants and the continuation of our current grant.

We have been busy securing locations to house offices for the RSVP Specialist in each of the new counties. Locations have been found and we are awaiting the return of the Memorandum of Understandings. We have also been holding interviews for the Specialist's position in each county.

Moultrie County held their Volunteer Recognition on April 21st. Clay County will be having their Recognition on May 6th. Effingham and Shelby County will be in late May.

During the month of March, a total of **3,521 volunteer hours** have been reported, **571 current volunteers**, **244 active volunteers** turned in reports and **0 new volunteers** began service. In Clay County: 977 hours were donated, 85 current volunteers, 32 active volunteers who served and 0 new volunteers. Effingham County: 1,204 hours were donated, 381 current volunteers, 177 active volunteers, and 0 new volunteers. In Moultrie County: 915 hours were donated, 76 current volunteers, 27 active volunteers and 0 new volunteers. In Shelby County: 425 hours were donated 51 current volunteers, 9 active volunteers and 0 new volunteers.

RSVP Programmatic Report – New Work Plan goals

<u>Work plan</u>	<u>Target</u>	<u>Actual</u>	<u># Vols involved</u>	<u>% of goal met</u>
Food Delivery (# clients served)	350	183	150	52%
Food Pantry Support (# individuals served)	400	325	35	81%
Matter of Balance class leader (# participants)	48	0	6	0%
Transportation (# receiving assistance)	40	35	30	87%
Companionship (# receiving assistance)	30	28	30	93%
Tutoring (# of students participating)	45	7	10	15%
Mentoring (# of mentor matches)	120	52	60	43%

SHIP/SHAP/MIPPA Report:

March 2021

During the months of March, the following assistance has been provided:

66 – Benefits Access Applications (License Plate Discount)

12 – Medicare Part D enrollments

4 – LIS (Extra Help) Applications (Assistance with paying Part D premiums and reduced-price medications)

4 – MSP (Medicare Savings Program) Applications (Assistance with paying the Part B premium)

3 – Medicaid Applications/Redeterminations

8 – Homestead Tax Exemption Application Assistance

0 – Medicare Appeal

0 – Medicaid Appeal

A total of 91 persons were counseled on Medicare Part D, LIS, MSP, Medicare Part B Prevention and Wellness Benefits, BAA and other SHAP related benefits.

Information and assistance were provided to 116 individuals regarding Medicare, BAA and other SHAP related services.

65 of the individuals served reported being under 150% of the poverty rate.

Amy Ellis – RSVP and Senior Programs Director