



Community Action Agency of New Haven

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**Testimony provided to the Committee on Human Services
Public Hearing on Thursday, March 8, 2007 re: HB-7232 An Act Concerning The
Administration of The Low Income Heating Energy Assistance Program
Submitted by Amos Lee Smith, Community Action Agency of New Haven.**

Good morning Senator Harris, Representative Villano, and members of the Joint Human Services Committee as well as to other elected officials. My name is Amos Lee Smith and I am the President/CEO of Community Action Agency of New Haven (CAANH) and a board member of the Connecticut Association for Community Action, commonly referred to as CAFCA. Ms. Cassandra Floyd, V.P. for Energy Assistance and HSI programs is also accompanying me for this hearing. We are here to speak in opposition to HB-7232. I began my tenure with CAANH on May 23, 2006 with the specific charge to address existing problems and to promote partnerships that are marked by transparency, integrity, and accountability. In the past, CAANH experienced a number of problems at the board and senior staff levels, but we have worked closely with the Department of Social Services (DSS), CAFCA, and Northeast Institute for Quality Community Action (NIQCA) to address these issues.

We have changed many of the processes used to service clients and administer programs. We use the HSI model for providing services that are comprehensive, well coordinated, culturally competent, and client centered. For example, before I arrived at the agency it took approximately 2 - 4 weeks to determine client eligibility for Energy Assistance. Today, we have streamlined our processes such that client are able to learn of their potential eligibility before they leave the office. With respect to participating field sites many of which use volunteers applications are picked up on a daily basis at all 17-sites throughout the region. These applications are processed within 24- 48 hours of arrival to our main offices. The changes noted have benefited our community partners and the towns that are served by us e.g., West Haven, Hamden, East Haven, and North Haven. Additionally, we are serving nearly 300,000 meals to elderly citizen across 17- towns throughout the New Haven region. We are positioned to provide a more comprehensive service to those in need of energy assistance by supporting them with a range of related services as noted below. They are as follows:

- Energy Assistance
- Meals On Wheels (Home Delivered and Congregate)
- Medical Transportation
- Chore and Grocery Services
- Diaper Bank
- Emergency Food Pantry

"The Community Action Agency of New Haven will work to break the cycle of poverty by designing and implementing programs and services that promote self-sufficiency and independence."

- ❑ Emergency Services for Eviction Prevention and Utility Support to prevent shutoffs.
- ❑ Summer Youth Employment (Manage Your Future)
- ❑ Individual Development Account (a planned saving and matching program for future home buyers, Continuing Education, and Entrepreneurship)
- ❑ Weatherization

One of the issues that impact comprehensive social services delivery in today's world is the degree to which duplication of services drain state and private resources. A program that fosters duplication also promotes inefficiencies among staff and volunteers. It is our position that HB-7232 would serve to undermine the integrity of existing infrastructure and place an over reliance on volunteers and municipal employees. Therefore, we ask that the Act Concerning The Administration of The Low Income Heating Energy Assistance Programs not be supported.

Finally, we have attached for your review a copy of Town/Site Counts Lists Report for each of our partnering site. Upon review you will find that we have served more than 11,000 applicants from across the 5-town service area. What you will also notice is that 80% of these applicants are served at our main site. We are happy to answer any questions that you have regarding this matter. Thanks for the opportunity to come before you and to share our thoughts about the matter of HB-7232.

Site Code	Description	Total	Elder	Handi	Denied	Approved	Heat Inc	Fuel
1000	CAANH	336	87	148	61	275	7	329
1001	CAANH-Miller Senior	339	308	59	73	266	7	332
1002	CAANH-Keefe Communit	127	5	36	35	92	1	126
1003	CAANH-Christian Comm	167	29	53	45	122	0	167
1007	CAANH-Dix./New. Ment	134	27	37	28	106	2	132
1008	Southern CT Gas Comp	39	26	34	9	30	0	39
1009	CAANH-Dixwell Neigh.	64	19	20	19	45	3	61
1010	CAANH-West Hills Com	0	0	0	0	0	0	0
1011	CAANH-Farnam House	0	0	0	0	0	0	0
1012	CAANH-North Haven Co	188	117	54	44	144	0	188
1013	CAANH-West Haven Cit	371	242	113	85	286	6	365
1014	CAANH-Dixwell Senior	4	4	0	2	2	0	4
1015	CAANH-East Haven Cit	547	315	376	119	428	0	547
1016	CAANH-NH Elderly Ser	88	75	69	12	76	4	84
1019	CAANH-Fair Haven Ptr	372	79	132	95	277	28	344
1022	CAANH-East Shore Sen	57	54	17	18	39	0	57
1030	CAANH-Casa Otonal	0	0	0	0	0	0	0
1035	CAANH-Atwater Senior	14	14	8	1	13	0	14
1050	CAANH-Gibbs Restorat	31	8	8	9	22	1	30
1118	CAANH-Centro San Jos	0	0	0	0	0	0	0
2000	CAANH-Main Office	5110	1102	1783	1247	3863	176	4934
2001	CAANH-Main Office	2192	408	669	568	1624	65	2127
2002	CAANH-Main Office	877	158	259	229	648	34	843
5000	CAANH-Case Manager 1	0	0	0	0	0	0	0
6000	CAANH-Case Manager 2	0	0	0	0	0	0	0
0000	UNKNOWN	0	0	0	0	0	0	0
	Total	11057	3077	3875	2699	8358	334	10723