

**CITY COUNCIL
CITY OF CAMBRIDGE**

AGENDA ITEM NO. 11

November 19, 1984

INTRODUCED BY CITY MANAGER ROBERT W. HEALY

AN ORDER CONCERNING APPROPRIATIONS FOR THE FISCAL YEAR BEGINNING JULY 1, 1984

ORDERED: That in addition to sums previously appropriated by the City Council for the fiscal period 1984-85 the following sum is hereby accepted in accordance with General Laws Chapter 44, Section 53A and appropriated in the Grant Fund of the City of Cambridge:

FUNCTION	DEPARTMENT OR PROGRAM	SALARIES & WAGES	OTHER ORDINARY MAINTENANCE	TRAVEL & TRAINING	EXTRAORDINARY EXPENDITURES	APPROPRIATIONS
Human Resource Development	Human Services		\$2,528,242.00			\$2,528,242.00

BE IT FURTHER ORDERED: That the above acceptance and appropriations in the Grant Fund to be financed by estimated revenues drawn from the following sources:

In City Council November 19, 1984.

Adopted by a yeas and nays vote:-

Yeas 8; Nays 0; Absent 1.

Attest:- Paul E. Healy, City Clerk.

A true copy;

ATTEST:-



FINANCING PLAN

REVENUE

State Executive Office of Communities and Development

\$2,528,242.00

#11

City of Cambridge

MASSACHUSETTS

AGENDA ITEM NO. 11

In City Council November 19, 198 4

RE: ACCEPTANCE & APPROPRIATION OF A GRANT OF \$2,528,242. FROM THE STATE EXECUTIVE OFFICE OF COMMUNITIES & DEVELOPMENT TO THE GRANT FUND OF THE DEPT. OF HUMAN SERVICE PROGRAMS

	YEA	NAY	ABSENT	PRESENT
Mr. Daniel J. Clinton	✓			
Mr. Thomas W. Danehy	✓			
Mr. Francis H. Duehay	✓			
Ms. Sandra Graham			✓	
Mr. David E. Sullivan	✓			
Mr. Walter J. Sullivan	✓			
Mr. Alfred Vellucci	✓			
Ms. Alice K. Wolf	✓			
Mayor Russell	✓			

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City of Cambridge

Department of Human Service Programs

51 Inman Street Cambridge Massachusetts 02139 498-9076

To Robert W. Healy,
City Manager

Date: November 16, 1984

From Jill Herold *JH*
Asst. City Manager for Human Services

Ref:

Subject

Fuel Assistance Report

The 1984-85 Fuel Assistance Program has already taken the applications of 1300 households in Cambridge.

A new pilot project begun this year has significantly increased the number of early applicants and has proved to be very popular with the elderly client population it reaches. Beginning the last week of September through the use of a "phone bank", the staff called over 400 of last year's elderly clients whose only source of income was Social Security. These clients were interviewed over the phone and were instructed to come to Inman Street during the early days of October. The necessary income documentation was obtained directly from the Social Security office during the summer, so the application could be prepared after the phone interviews. Only a few minutes of a review and signing of forms were left to complete their application process - elders did not have to dial the phone endlessly nor wait weeks for an appointment. This recertification project has been considered a model in the state.

The rate of oil and utility emergency cases has been much lower this year. Several factors are involved:

- maximum payments from last year's program have reduced the annual fuel burden of clients;
- improved client education efforts in the last three years have led to better payment histories and suitable payment plans for many clients
- targeting of conservation and weatherization programs have improved energy efficiency for many clients
- growing credibility of the program in the community has reduced "false" emergencies from clients anxious about the ability of the program to provide any assistance.

The Fuel Assistance staff has developed an excellent working relationship with Comm. Gas and Electric Company and its staff and the utilities seem to have steadily improved their ability to serve customers efficiently and fairly. There has been a steady downward trend in billing and meter reading problems and client complaints about rude or unfair treatment by the Utility company over the last four years.

The Cambridge Intake Staff has produced an array of publicity, this year targeting certain groups of clients in hopes of increasing their participation in the program: foreign language flyers/posters and letters to last year's clients have been used; special flyers to renters with heat included in their rent have increased. Radio and newspaper publicity has been early and ample.

The use of neighborhood sites continues as a widespread practice even if only limited hours per site. These sites are convenient for clients, promote neighborhood outreach, and reduce waiting time for applications.

1984 - 85 Intake Sites

Main Site - Central Office

51 Inman Street - Basement

North Cambridge

North Congregational Church
Rindge Shelter

East Cambridge

Heritage Library
Harrington School

Mid-Cambridge

Graham/Parks School
Margaret Fuller House
Cambridge Food Co-op

Home Visits

Council on Aging Staff
Som/Camb. Elder Services
Staff

Bi-Lingual Sites

Portuguese-Harrington School
Hispanic - Concilio
French Creole - Chama

More homebound applications have been taken the first three weeks of the program than were taken last year - a new homebound caller now gets visited within two days of the phone request.

The number of households that participate in the program is not just dependent on the rise and fall of the economy or the temperature. Information on our client population indicates that we lost about 20% of the clients of the previous year. Because 40% of the clients are elderly, a significant number are lost each year to death, retirement to nursing homes, or relocating to elderly housing, or other living arrangements - many other clients don't reapply due to relocation out of Cambridge or into non-eligible housing as well as change in their economic status.

Consequently we need to take in 400 new clients to even match last year's figures. Based on the number of applications taken so far; the number of appointments scheduled (now booked into the second week of December); the increase in bi-lingual publicity and outreach, and the implementation of continued and new publicity, outreach efforts, we are projecting an increase of between 150 - 250 households in the program in Cambridge over last year's final total.

Below is a statistical summary of the Cambridge clients served by the 1983 - 84 Program:

Individual Client (households) processed	2242
Approved for payments	2013
Denied (over income)	229
% of new clients approved	18.5%

Primary Heating Source

Oil	16%
Gas	78%
Elec.	6%

Rental Assistant clients
(heat included in rent)

7%

Ethnic Background

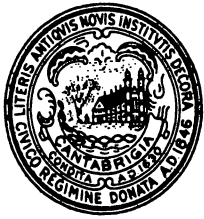
White	64%
Black	14%
Hispanic	7%
Portuguese	9.5%

Income Source

SS/SSI	35%
AFDC	19%
GR	3%

Respectively submitted by

Paul J. Schlaver
Cambridge Intake Co-ordinator



CITY OF CAMBRIDGE

CAMBRIDGE, MASSACHUSETTS 02139
Tel. 498-9011

EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

November 19, 1984

To the Honorable, the City Council:

Attached please find for your review and action an order requesting the acceptance and appropriation of a grant in the amount of \$2,528,242.00 from the State Executive Office of Communities and Development to the Grant Fund of the Department of Human Service Programs Other Ordinary Maintenance account.

This appropriation provides home heating benefits to income-eligible residents of Somerville and Cambridge.

The FY85 Fuel Assistance Program marks the fourth year of the Department of Human Service Programs administering the program. Attached for your information is a status report on the 84-85 program and a summary of the 83-84 program.

Passage of this order is recommended.

Very truly yours,

Robert W. Healy
City Manager

RWH/mbf
Enc.

F-402

Re: acceptance & appropriation of a grant of \$2,528,242. to the Grant Fund of the Human Services Dept.

In City Council,

November 19, 1984

LWIS / 11 / 19 / 84

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Order Adopted

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Roll Call

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