



## Interoffice Memorandum

May 11, 2017

## AGENDA ITEM

TO: Mayor Teresa Jacobs  
And  
Board of County Commissioners

THRU: Lonnie C. Bell, Jr., Director *Lonnie C Bell*  
Family Services Department

FROM: Debbie Aska-Graham, Program Manager  
Community Action Division

CONTACT: Debbie Aska-Graham, Program Manager  
(407) 836-8918

SUBJECT: Low-Income Home Energy Assistance Program Senior Resource Alliance,  
as an Elderly Home Energy Assistance Program Provider Memorandum of  
Understanding

### June 6, 2017 Consent Agenda/All Districts

The Low-Income Home Energy Assistance Program (LIHEAP) is a federal grant to assist low-income families and individuals whose income is at or below 150% of the Federal Poverty Level with home energy expenses. On an annual basis, federal funds are sent to the Florida Department of Economic Opportunity, which enters into a contract with the County.

This Memorandum details the required cooperative efforts that will be taken by the Senior Resource Alliance as an Elderly Home Energy Assistance Program (EHEAP) provider and Orange County parties to ensure the coordination of efforts for consumers who are eligible for EHEAP or LIHEAP assistance in accordance with the Department of Economic Opportunity grant requirements.

**ACTION REQUESTED: Approval and execution of Memorandum of Understanding between Orange County, Florida and Senior Resource Alliance, as an Elderly Home Energy Assistance Program provider regarding the Low-Income Home Energy Assistance Program. The term of this memorandum is for five years.**

### Attachments

C: Randy Singh, Assistant County Administrator  
Wanzo Galloway, County Attorney's Office  
John Petrelli, Manager, Risk Management  
Jamilie Clemens, Grants Supervisor  
Patria Morales, Grant Coordinator  
Yolanda Brown, Fiscal Manager

## MEMORANDUM OF UNDERSTANDING

BCC Mtg. Date: June 6, 2017

Between

**ORANGE COUNTY, FLORIDA**  
**And**  
**SENIOR RESOURCE ALLIANCE**

THIS MEMORANDUM OF UNDERSTANDING ("Memorandum") is entered into by and between Orange County, Florida, a charter county and political subdivision of the State of Florida ("County") through its Community Action Division, as a Low-Income Home Energy Assistance Program ("LIHEAP") provider, and **Senior Resource Alliance**, as an **Elderly Home Energy Assistance Program (EHEAP)** provider, to ensure the efficient coordination of resources in the administration of LIHEAP and EHEAP, as required by the State of Florida, Department of Economic Opportunity ("DEO") as a condition of certain DEO grant funding.

This Memorandum details the required cooperative efforts that will be taken by both parties to ensure the coordination of efforts for consumers who are eligible for EHEAP or LIHEAP assistance, in accordance with the DEO grant requirements. Both parties agree to the terms and conditions set forth herein.

1. The parties shall develop and maintain a positive working relationship which encourages coordination between the parties to provide the needed services to eligible consumers incurring home energy costs while residing in Orange County.
2. Each party shall ensure its respective staff members adequately monitor and document all services provided under the LIHEAP and EHEAP programs. Parties shall confer with each other prior to providing any services under their specific program in order to avoid duplication of consumer service benefits. No party shall provide services under its program without first having confirmed that no such services were provided within the timeframe prescribed under the DEO grant. Parties shall document such confirmation from the other party, in their respective records which shall include at a minimum, the date confirmation was received and name and title of individual providing the required confirmation.
3. The parties shall ensure efforts are made to continue improving the quality of services provided for elderly participants.
4. In the event of insufficient funds, referrals will be made between the parties to ensure that crisis assistance is provided for those consumers with the lowest household income that are experiencing the highest home energy needs. During such times, each party agrees to accept an application for crisis benefits from consumers who may have initiated, but not received, services from the other party. In any such instance, the application must be properly completed and all required eligibility documents provided.
5. The parties agree to share information concerning training and staff development conducted on a local, state and/or national level.
6. Each party shall invite the other to participate in planning meetings designed to enhance the delivery of services for consumers facing home energy crisis situations.
7. Whenever possible, the parties shall jointly advertise and/or host events that will make the community, especially low income, rural areas, aware of the availability of funds.
8. The parties agree to coordinate services, between the LIHEAP, EHEAP and County Weatherization Assistance programs, for those potential consumers living in the designated service area.
9. The parties shall implement a plan that allows for an immediate response on requests for verification that a household has not received EHEAP or LIHEAP Crisis benefits.
10. This Memorandum shall remain in effect for a period of five (5) years from the date of execution unless otherwise terminated by either party. Any such termination shall be in writing at least 30 days in advance of the proposed termination date. The parties agree that any proposed amendment or modification to this Memorandum shall be in writing and approved by both parties. Extension of

this Memorandum shall be in writing, executed by both parties and shall be in compliance with the respective DEO grant requirements.

The parties hereby agree to the terms listed above and agree to work to ensure that all involved LIHEAP and EHEAP staff members understand and comply with the conditions set forth herein.



**ORANGE COUNTY, FLORIDA**

By: Orange County Board of County Commissioners

By: \_\_\_\_\_

*Teresa Jacobs*  
Teresa Jacobs  
Orange County Mayor

Date: \_\_\_\_\_

*6.6.17*

ATTEST: Phil Diamond, CPA  
As Clerk of the Board of County Commissioners

By: \_\_\_\_\_

*Laheia Louis*  
for Deputy Clerk

**Senior Resource Alliance,  
EHEAP Provider**

Print Name: Randall Hunt

Signature: *Randall Hunt*

Title: Chief Executive Officer

Date: May 10, 2017