LIHEAP at the Chinese Community Center

Jane Vo, MSW
Senior Program Director
Chinese Community Center
The Chinese Community Center

- Established in 1979 as a language school
- Became a United Way agency in 1991
- Started senior and social services department in 2002
- 5 core programs
  - Early Learning Center
  - Youth
  - Workforce Development
  - Senior and Social Services
  - Culture and Community
Our BEC

- Started in 2014
- Working with the Limited English Proficiency (LEP) community, specifically the Asian American Pacific Islander (AAPI) population in the Greater Houston Area
- From January 2016 – December 31, 2017, we served over 3300 clients with over 4200 benefit applications
LIHEAP

- Known as Comprehensive Energy Assistance Program (CEAP)
- Seasonal
- High Volume
Partnerships

- Language Access
  - Harris County grantee – BakerRipley
  - United Way 211
- Reaching low-income seniors
  - Subsidized Senior Housing
  - Day Activity and Health Services (DAHS) Centers a.k.a. Adult Day Cares
- Partner Agencies
CEAP Drives

- What are drives?
- What happens at a drive?
- Why the drive format?
External Drives versus Internal Drives

- **External Drives**
  - Scheduled at partner sites
  - Relationships with service coordinators
  - Guidelines packet
- **Internal drives**
  - Appointment system
  - CEAP database
  - Resource documents
  - “No wrong door”
Contact Information

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