

HB998 / SB905

For Seniors 60+



NEW Inbound Telephone Energy Assistance Enrollment

Problem:

Many OHEP "front door" access barriers for seniors

- Heavy DHS reliance on internet MD Think OHEP application.
- Difficult to get real human help on telephone.
- Most seniors aren't technology-savvy
- Many can't get to local "OHEP" offices.
- Uploading verification documents nearly impossible

Solution:

- Use a third-party to take inbound calls from seniors ages 60+ to enroll and follow-up with incomplete OHEP applications over the phone.
- Offer one-on-one assistance for senior 60+ clients to understand required documents and application and successfully enroll into OHEP system.

Hearings:

House sponsor: Delegate Carey, ECM hearing March 3rd 1pm

**Senate sponsor: Sen. Benson, Senate Finance March 1st,
3pm**

HB998/SB905

How is this bill a solution?

Creates a new inbound telephone help-line for seniors 60 yrs.+ to get the real help they need to apply for energy assistance grants to make home energy bills more affordable

Broad stakeholder working group collaborating since May 2021.
(Utilities, state agencies, non-profits and other organizations.)

Problem:

- Forty-one percent of 400,000 eligible households for energy assistance grants ("OHEP") are 60 yrs. and older.
- There are many barriers to getting these grants.
- Pandemic really brought to light the challenges that seniors have in getting through the process.
- Seniors need extra help which this program would provide.
- Seniors need to be re enrolled each year in the program without having to do a new application which this program provides.
- Tricky application (6 different grants!) and ID, social security cards, income verification and utility bill needed.

We need your support for Maryland seniors!

For more information contact Cindy Carter
Co-founder of Critical Medical Needs Program
(passed into law 2019)

410-964-9563

cpcarter@aol.com