



## Energy Assistance Reopens with New Eligibility Guidelines, Simpler Procedures

SHORE UP's Energy Assistance Program has simplified its eligibility requirements for the 2023-2024 heating season.

This year, there is no separate income eligibility requirement for households that include a member over the age of 67. Income eligibility for all applicants will be based on 200% of the federal poverty level (FPL). That is a higher threshold than last year (175% of the FPL). If you have been turned down in the past because your income exceeded program limits, you may find that you are now eligible!



For a household of four, the maximum monthly income cannot exceed \$5,000 (\$60,000 per year). Smaller households have a lower maximum income amount and larger households have a higher maximum income. For more information, or to check the income limits for your household size, please visit our website at <https://shoreup.org/housing/energy-assistance/>

## Change in Leadership

After serving SHORE UP for nearly 54 years, Freddy L. Mitchell is retiring from his position as Executive Director. Mr. Mitchell came to SHORE UP in December of 1969 as the Director of the Head Start program. He was promoted to Executive Director of the Agency in 1974 and has served in that role ever since—nearly 50 years!

Taking over leadership of the agency on October 2 will be Dr. Tyrone Chase, who brings a wealth of experience to the role. Dr. Chase worked at SHORE UP for over thirty years, served on its Board, and is now poised to take the reins on October 2. Chase is the son of Colonel Walter E. Chase Sr., Captain of the Easton MD Police Dept - Retired and the late Helen D. Chase of Trappe MD. He is a native of Talbot County and he has six siblings. (Sister Shirlee also works at SHORE UP as the Site Coordinator for our Early Head Start center in Grasonville.)



Dr. Chase is a firm believer in the important role of education in achieving success, and he has served on the Wicomico County Board of Education. After leaving SHORE UP, Dr. Chase took a position at the University of Maryland

Eastern Shore, where he was an Associate Professor in the Organizational Leadership Doctoral Program. His civic involvement also includes positions on the Shore Housing Resource Board, which sought to expand housing options for lower income households.

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Favorite Quote:

**“Education is the passport to the future, for tomorrow belongs to those who prepare for it today.”**

- Malcolm X

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Dr. Chase would like to see SHORE UP add youth programs in the future, to help teens with issues like employment

training, mentoring, coaching, and providing any assistance necessary to keep the youth focused on building a future for themselves.

In his free time, Dr. Chase is actively involved in his church. He also enjoys creating art, working out, reading, and researching topics of interest. He lives in Salisbury with wife Patricia. They have three children.

“Dr. Chase knows SHORE UP, knows the communities we serve, and he has a heart for helping others,” Mr. Mitchell said of his successor. “He is exactly the right person to take SHORE UP forward into the future.”

## SHORE UP Employee Works Toward Social Justice

SHORE UP's Family Engagement Supervisor for the Head Start programs, La'Tanya Christopher, wants everyone to know what happened to her ancestor. La'Tanya is a descendant of Garfield King, who was lynched in Wicomico County in May 1898. Mr. King, then a teenager, had an altercation with a white man outside of Twigg's Store. Mr. King was being held in the Salisbury Jail (without benefit of trial or investigation) when a mob of over 100 people stormed the jailhouse, kidnapped him and hung him from a tree, then shot him over 50 times.



Members of the mob left the site with pieces of the lynching rope as souvenirs, news accounts said. Garfield King's horribly mangled body was then cut down and placed in the old Salisbury engine house, where hundreds of local residents came to see it the following morning.

In the days following Mr. King's lynching, a grand jury heard testimony from more than 50 witnesses, all of whom testified that they were unable to identify any participant of the lynch mob. The jury concluded that Mr. King was killed by "persons unknown," and no one was ever held accountable for his death.

Having a direct link to the sordid events in Wicomico County's past inspired La'Tanya to become more civically active. She joined the Truth & Reconciliation Initiative in Salisbury and was recently elected its Chairperson.

The coalition continues to partner with the City of Salisbury Lynching Memorial Task Force and the Maryland Lynching Memorial Project to advance their efforts. In 2020, the group organized a candlelight vigil for victims of racial terror.

The Truth & Reconciliation Initiative's work to shed light on the racism-fueled violence in our area's history has been significant and ongoing. Their goal is to address the community's history of white supremacy through education and advocacy. The Initiative is currently looking to add four more members. If you are interested in joining, please see La'Tanya.

## Affordable Connectivity—Internet Service Discount

SHORE UP staff recently attended a training on the FCC's Affordable Connectivity Program (ACP). For eligible households, ACP provides a discount of up to \$30/month for internet service and a one-time discount of up to \$100 to purchase a laptop/computer/tablet. The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

Households who receive assistance such as free/reduced school lunches, SNAP, WIC, SSI, and Medicaid are automatically eligible for ACP.

Eligible households must both apply for the program and contact a participating provider to select a service plan. There are three ways for eligible households to apply:

1. Contact a participating broadband provider directly to learn about their application process. If you are unable to apply through them directly, you will have to apply using option 2 or 3 below, and then contact a participating provider to select an eligible plan .
2. Apply online at <https://www.affordableconnectivity.gov>
3. Mail in an application with copies of documents showing proof of eligibility to:

APC Support  
P.O. Box 7081  
London, KY 40742

Once an applicant receives notice that they have qualified for the program, they must contact a participating provider to select an ACP-eligible service plan. You can find providers near you at <https://www.affordableconnectivity.gov/companies-near-me/>

**Be sure to see SHORE UP!'s own Jerome Kelly performing at the Maryland Folk Festival in Salisbury, September 22-24!**



# Customer Satisfaction Survey Results

In July, SHORE UP sent a customer satisfaction survey to 3362 program participants who have received Energy Assistance from us. Here are some of the key findings:

- The overwhelming majority of program participants (97.79%) stated that they were treated with respect when they came to SHORE UP for help.
- 97.17% of those who responded stated that they were either satisfied (17.55%) or highly satisfied (79.62%) with the service they received at SHORE UP!
- A whopping 98.74% stated that they would recommend SHORE UP to a friend.

Some of the comments we received were:

- *Ms. Holloman and Mr. Keith White was so pleasant and very understandable, they are very nice and very busy but still found time to help me with my problems, I would recommend them to anyone. I had a beautiful experience with two people who knew exactly what they were doing, and still helped everyone in between helping me and getting the job done. Thank you.*
- *Keith and his team have always been professional, polite and helpful... And the front desk employee (Kelly Leathebury) was amazing .*
- *The staff member that I met with in December 2022 at the SHORE UP office was very courteous, informative and very helpful. I was very impressed at how efficient and smoothly my meeting with her went.*
- *They took time to explain and was helpful in seeing that you filled in all information needed in order to be qualified. Great customer service.*
- *Thank you so much for asking about our experiences with Shore Up. When you reach our age (75), and have "taken care" of yourselves for all of your life, it's difficult to turn to someone else when circumstances occur which put you in desperate need. We have dealt with Ms. Chakira Chambers from the very first time we requested help after my husband's heart attack and the financial drain of covid. She has been helpful and respectful each year, and we couldn't have had a better experience with SHORE UP regarding our situation. As it stands now, it seems we will be needing to ask for help from SHORE UP each year. While it's still difficult to ask for help, our experiences with Ms. Chambers and SHORE UP in the past several years make it easier.*
- *From the first time I needed assistance, your staff has unfailingly treated me with the utmost patience and respect for my dignity.*

## Help Wanted, Multiple Positions

SHORE UP! is seeking motivated individuals to positively impact the communities we serve. Our staff benefits include:

- Paid time off, which includes 14 paid holidays, a personal day and accrued vacation & sick leave.
- Medical, dental and vision insurance via group premiums.
- Employer-paid short-term disability insurance.
- Employer-paid basic group life insurance.
- Supplemental insurance where additional short-term disability insurance, long-term disability insurance, cancer insurance and life insurance are income protection options.
- State of Maryland Retirement and Pension System Plan, for which SHORE UP! Inc. pays 93% of the contributions.
- 403(b) defined contribution retirement plan.

To apply or to read more about the qualifications and duties for each position, please visit <https://shoreup.org/employment/join-our-team/>. Applications can be submitted electronically to [resumes@shoreup.org](mailto:resumes@shoreup.org)



**WE ARE HIRING!**

- Planning & Development Specialist
- Maintenance Attendant
- Teachers & Teachers Aides
- Nutrition Aides
- Bus Drivers & Bus Aides
- Family Service Workers
- Site Coordinators

**Submit your resume and application:**  
[resumes@shoreup.org](mailto:resumes@shoreup.org)

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Helping People. Changing Lives.