



OFFICIAL PROGRAM



**Embracing Collective Solutions:
Empowering Stability in Our Communities**

October 20, 2025

DoubleTree by Hilton
701 Penn Street
Reading, PA 19601

Dear Berks County BeWise Attendees,

On behalf of the Pennsylvania Public Utility Commission, it is my pleasure to welcome you to the 2025 Berks County BeWise Human Services Professional Development Conference: Embracing Collective Solutions, Empowering Stability in Our Communities. We are genuinely delighted that you have joined us today.

This conference provides a unique opportunity for us to come together, share ideas, and strengthen our commitment to the communities we serve. Your work in energy awareness and promoting healthy living in Pennsylvania is not just important, but essential. Our goal is to equip you with valuable tools, resources, and insights that will further empower the families and individuals you support every day.

Your expertise and experiences are invaluable, and I am eager to hear your thoughts and insights. I appreciate your dedication to improving lives and for being a part of this critical conversation. I look forward to the meaningful discussions and connections that will take place throughout today's program.

With gratitude,

A handwritten signature in black ink that reads "Shari A. Williams". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

Shari A. Williams
Senior Communications Specialist
Pennsylvania Public Utility Commission



AGENDA

9 – 9:30 A.M.

REGISTRATION & NETWORKING

Start your day by connecting with fellow human services professionals and agency partners. Visit resource tables showcasing programs and tools that support families, housing, energy assistance, and wellness in our region.

9:30 – 9:45 A.M.

WELCOME & OPENING REMARKS

The official kick-off for the 2025 Berks County BeWise Human Services Professional Development Conference.

SPEAKERS:

Shari Williams – Senior Communications Specialist, PAPUC

Anita Miller – CHOR

Dante Santoni Jr. – Berks County Commissioner

Stephen M. DeFrank – Chairman, PAPUC

9:45 – 11:15 A.M.

POWERING STABILITY: UTILITY RESOURCES, ASSISTANCE & WEATHERIZATION SOLUTIONS

Learn how to access utility assistance programs, weatherization solutions, and energy resources from PAPUC, UGI, FirstEnergy, BCAP, Pennsylvania American Water, and DHS to reduce cost and avoid pitfalls when shopping for electricity and natural gas.

SPEAKERS:

Dan Mumford – PAPUC

Kathy Iglar – UGI

Shadia Maurtua – First Energy

Dorothy Grill – PA American Water

Robin Miley-Johnson – DHS

Mike Drumheller – BCAP Weatherization

11:15 – 11:30 A.M.

BREAK

11:30 A.M. – 12:15 P.M.

YOUR MENTAL HEALTH: FOR WORKERS

This session explores practical strategies for maintaining mental well-being in the workplace. Participants will learn how to recognize signs of stress, burnout, and anxiety, and discover tools to manage daily pressures effectively. The presentation will also highlight resources available to support mental health, promote a positive work-life balance, and foster a healthier, more resilient workforce.

SPEAKERS:

Michele Nierle – BCC

Christine Axford – BCC

Linda Messner – NCC

Alyssa Yoder – BCC

12:15 – 1 P.M.

LUNCH & BEWISE AWARD PRESENTATION

1 – 1:45 P.M.

RESIDENT LEGAL STATUS AND COMMUNITY RESOURCES

The Community Justice Project is a nonprofit law firm serving low-income individuals and families across Pennsylvania. Their Reading office focuses on immigration services, including naturalization, green card and work permit renewals, and humanitarian relief (U-Visa, T-Visa, VAWA). At the conference, they will discuss restrictions on immigrant eligibility for public benefits and share strategies to help communities avoid immigration fraud, scams, and predatory notary services.

SPEAKERS:

Benita Mejia – *Community Justice Project*

Isibell del Rosario – *Community Justice Project*

1:45 – 2 P.M.

BREAK

2 – 2:45 P.M.

COLD WEATHER, WARM RESPONSES: EMERGENCY HOUSING & SHELTER UPDATES

As temperatures drop, access to safe and reliable shelter becomes critical. This session, presented by Hope Rescue Mission, will share the latest updates on emergency housing resources, shelter availability, and community support programs. For more than 125 years, Hope Rescue Mission has provided food, shelter, and life-changing support for men experiencing homelessness. Learn how to navigate services, connect with local assistance, and ensure vulnerable populations stay safe and warm during the winter months.

SPEAKERS:

Kate Alley – *Hope Rescue Mission*

April McNally – *Hope Rescue Mission*

2:45 – 3:30 P.M.

FIGHT HUNGER: FOOD INSECURITY, SNAP & COMMUNITY RESOURCES

This session will explore the realities of food insecurity in our communities and highlight the tools available to fight hunger. Helping Harvest will share information on accessing and maximizing SNAP benefits, as well as other local resources designed to provide healthy, reliable food for families. Learn how community partnerships, food assistance programs, and education work together to ensure that no one goes hungry.

SPEAKERS:

Jay Worrell – *Helping Harvest*

3:30 – 3:45 P.M.

CLOSING REMARKS, SURVEYS & DOOR PRIZES

Thank you for being part of the 2025 Be Wise Human Services Professional Development Conference! Before you head out, don't forget to scan the QR code, complete our quick survey, and then enjoy the fun part – door prizes from our excellent presenters! Thank you for joining us, and we look forward to seeing you next year!

POWERING STABILITY PANELISTS



Shari Williams is a Senior Communications Specialist for the Southeastern Region of the Pennsylvania Public Utility Commission (PAPUC), with over 27 years of expertise in public relations, consumer education, and community outreach. A recognized leader in energy communications, she educates Pennsylvanians on managing utility bills, energy efficiency, universal service programs, supplier choice, scam prevention, and emerging energy resources. Shari leads outreach through the PAPUC's signature Be Utility Wise and

Be Wise conferences and numerous statewide events. She is a former President of the Women's Energy Network Greater Philadelphia, an active member of AABE and NEAUC, and a 2015 IPRAXIS STEM Advocate Award recipient.



Dan Mumford has served as Director of the Pennsylvania Public Utility Commission's Office of Competitive Market Oversight since April 2016. This office calls upon a designated group of legal, technical and policy staff members from various Commission bureaus to informally address issues regarding the competitive retail market. Dan has served with the PUC since 1990, starting in the Bureau of Consumer Services and has since served in various roles involving consumer protection and competitive markets. He

has a B.A. degree in Political Science from Mansfield University and a Master of Public Administration degree from Shippensburg University.



Dorothy Grill, PhD, began her career with PAWC on July 1, 2024, as a Customer Program Assistance Specialist. Dorothy is the representative program for the Wilkes-Barre/Scranton area. Dorothy has over 10 years of social service experience and previously worked for one of PAWC's program partners, Friends of the Poor in Scranton. Dorothy attends outreach events, provides educational presentations, and assists the team with the work for the customer assistance programs.



Kathy Iglar has worked at UGI for 34 years, with roles in Marketing, IT and Customer Experience/ Customer Service. Kathy's current title is Manager, Universal Service Programs.



Shadia Maurtua is a Business Analyst in FirstEnergy's Energy Conservation department, where she supports the WARM program, a weatherization initiative that helps low-income customers reduce energy use and improve comfort in their homes.



Robin Miley-Johnson has dedicated over 18 years to the Department of Human Services, including six years serving as a supervisor. She brings a wealth of knowledge and leadership to her role, with nearly a decade of hands-on experience managing and supporting the Low-Income Home Energy Assistance Program (LIHEAP).



Michael Drumheller, Deputy Director of Energy Programs for the Berks Community Action Program, Inc., is administering the Weatherization Assistance Program for DCED, DOE, DHS, LIHEAP, UGI gas utilities, and the Berks County Area Agency on Aging. Michael has forty-one years of experience, starting as an Installer and moving onto Crew Leader/Auditor/Energy Technician/Coordinator/Weatherization Director, to his current position, which has allowed him to provide aid for hundreds of households in energy conservation and much more. He has received certifications from Princeton Energy Partners, Pennsylvania Petroleum Association, WACC/Penn State College of Technology and Lehigh Career and Technical Institute. Michael is looking forward to retirement and spending more time on the beach with family and friends.



<https://www.surveymonkey.com/r/SLPDGLJ>

***Please complete your evaluation.
Your feedback is important to us!***



2025 Committee Members

Pennsylvania Public Utility Commission - Shari Williams and Christina Chase-Pettis

Community Prevention Partnership - Anita D. Miller and Sophie Himlin

Berks Counseling Center - Carol M. Bailey

Berks County MH/DD - Gregory J. Gerdeman

Berks Community Action Program Inc. - Hector Cruz

FirstEnergy - Shadia Maurtua, and Shelby Bartman

United Way of Berks County - Madison Spence-Moore

Pennsylvania American Water - Jessica Rice

UGI - Abby Scott

Special Thanks to Our Partners and Financial Supporters

