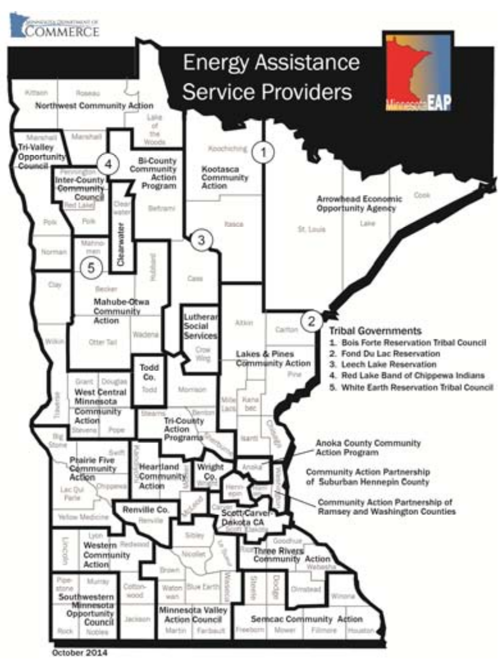
TAD

The Turn-Around-Document (TAD) includes Question & Answers and the full Power Point slide presentations including Q & A dialog.

FFY2016
EAP Annual Training

August 12 & 13, 2015
St. Cloud Holiday Inn



MINNESOTA DEPARTMENT OF COMMERCE

EAP Annual Training
Turn Around Document (TAD)

TAD Contents

1. Q&As FFY2016 EAP Annual Training
   The capture Q&A by section from Day One and Day Two
2. Day 1 and Day 2 Training Slide Presentations
   The full Power Point slide presentations
3. Attachments from Training Slide Presentations
   Attachment 1: 2015-2016 Minnesota Energy Programs Application, showing changes
   Attachment 2: Attendees by Organization FFY16 EAP Annual Training
   Attachment 3: Attendees by Last Name FFY16 EAP Annual Training

Training Logistics

Location:

- St. Cloud Holiday Inn & Suites

Dates:

- Wednesday, August 12, 2015
- Thursday August 13, 2015

Timeline:

- Registration first day at 8:00 AM
- Day 1 training 8:30 AM to 4:00 PM
- Day 2 training start 8:30 to 4:00 PM

Agenda:

- EAP Program Policies and Procedures

Attendees:

- EAP Coordinators and one additional staff person, for a total of two from each EAP agency

Day One FFY2016 Q&A

Program & Training Intro

Q: Do you have any data on how many applications were denied due to out of funds?
A: I believe we can get that data.

Assurance 16

Q: When describing how we could provide classes that include possible not eligible HHDs, can we start with HHDs we served last year if we want to start up a Proactive activity early in the year?
A: We need to discuss that internally and provide a response via EZ. Good question, we'll discuss and get back to you.

Q. When you talk about EAP eligible, when we ran out of money and had to deny EAP eligible households, are they considered eligible for Proactive ESS?
A: Yes, they would be considered EAP eligible for Proactive ESS.

Assurance 16 breakout

Q: We plan to submit our plan early, so will you have time to approve in your office? Can you approve it early so we can start identifying participants earlier? Could you approve it by mid-October?
A: Likely we'll be able to review proposals by mid-October if they're submitted a couple of weeks before that. Sounds reasonable.
LS: Janice had a great idea to work with young children in HeadStart. Room by room – how do you save energy in the bathroom, how in the bedroom
TS: We did something like that. Month by month – e.g. shut off TV when left the room. The kids did share it with their family. Shut off water when wash teeth. Shut off the lights when they leave a room. If they report doing the activity, they get a sticker.

ERR Procurement

Q: For non-competitive proposals, didn't mention client choice.
A: For non-competitive, very distinct reasons. Household choice is not one of those for non-competitive proposal.

Q: Can you use HH preference as part of competitive proposal?
A: If it's part of a larger system for determining which proposal is chosen, but it cannot be the only factor.

Q: If our area has a single source for a certain type of boiler, is that your "normal process".

A: Your "normal" would be that, as long as it's outlined in your procurement process.

Q: Under "commerce authorization" will there be a form or procedure to obtain that?
A: Not at this time, but we need to think about that. Needs to be in writing.

Q: How quickly can you get commerce authorization?
A: Fairly quickly.

Q: What does $1,000 aggregate mean? If you have to go to a HH twice and it gets to be above $1000?
A: Procurement is for the task, so if it gets above $1000. If there are several separate tasks for $250 each, they aren't added up.

ERR

Q: When exporting labels, any way to separate out repairs versus replacements?
A: Not now. But we can add any useful criteria. And I can get an export that you need and if I see

Q: On Completion Certificate is the new language highlighted or did we just do it for this presentation?
A: Only for this presentation.

Q: What is the addition of fuel type dropdown rationale?
A: This was added to help us gather data for federal performance standards. The fuel type options for a HHD will be restricted to those for that HHD in eHEAT.
Q: May identify inconsistencies…
A: You'll be forced to choose a fuel type that is already on the app.

Q: What if they are doing an allowed fuel type switch. From wood to gas.
A: Put gas.

Q: How closely will our itemized invoices expectations mirror requirements of WAP?
A: Very close (per JBe). We'll talk to WAP and see if we can make them as much alike with minor adjustments, we'll do that.

Q: Regarding ECM, not in furnaces over 15 years old.
A: It's encouraged to use ECM, but not requirement.

Q: New language on Completion Certificate, do we have a procedure in place should that happen? Do we pay contractor and then do funds recovery from the HH?
A: We're hoping it doesn't get to that. This is very rare, only happened once or twice. Commerce will work with local SP should this happen. The contractor will get paid, and EAP will figure out what to do from there.

Q: Manual J still required?
A: Yes, no change.

Q: Can we just switch who we get inspected if HH refuses. Can we just switch to another household to fulfill the 50% requirement?
A: SP should talk to Commerce in these situations.

Q: Contracts for Deed have to be recorded with the county?
A: Yes they do.
Q: Are any of those on the list acceptable for proof of home ownership?
A: Yes, any of those on the list. If no Contract for Deed on file with county, one of the other forms is acceptable.

Q: Mobile homes often have no proof of ownership on tribal lands.
A: No change on that. It's an exception that is spelled out in the *Manual* under Proof of Ownership section.

ERR Monthly Reporting

Q: Is there a problem with how many times we need to shift our A16 budget; is it an issue when you look at FSR?
A: Not a problem.

Weatherization Assistance Program

Q: Is WAP presentation one of the available resources.
A: Yes, in turn-around-document and on the EAP Training page. Also WAP has info on their website from their recent training.

Q: In home with vermiculite, is there health affects if it remains.....
A: MDH has certified testers, or you can test it. It has always been a health risk. There's a lot of information about the health risks.
Q: So if a home gets flagged with over 1% vermiculite, is it a problem going forward.
A: I know if it's over 1% you would need to get certified remover if it gets removed. Would need to have it removed for weatherization services to be done. I don't know if the existence of vermiculite needs to be disclosed going forward, like radon.

Q: With ERR questions, should we talk to Ivan – that was on the slide.
A: His name was on the slide as an example of staff who are knowledgeable in certain areas and can provide training across programs.

Crisis

Q: When getting verification when there are two sources of funding (e.g. HHD funds), how do we document that we got the extra $ to ensure a delivery? When does the 7 day timeline start, there may be a delay due to getting the extra funds.
A: This is an exception situation, so document when you get verification of when you got the extra funds to get the successful delivery.

Q: Do we pay arrearage for connected if the Crisis/PH not enough to get them reconnected?
A: Yes, because you can pay for arrearage. Can use Crisis funds for any arrearage (delivered or connected). If for DF you use up too much $ paying for the arrearage that you can't get a delivery, you can't pay more than the arrearage until you've gathered resources (e.g. additional HHD contribution) as needed to make a delivery.

Q: As I understand, we can pay any arrearage. So if connected, don't they need a disconnect notice or are disconnected.
A: Yes, they would still need to meet Crisis requirements to be eligible for Crisis benefit.

Crisis eHEAT New Tools; Post Delivery Info

Q: Situation we run into, if there is a credit on the account there's nowhere to document on the vendor side.
A: That is delivery information, so that is something you're doing when you validate the crisis. When you validate the Crisis, you validate the credit or past due and put it on the left hand side.
Q: But on weekends there may be a credit that you can't add that in.
A: If you don't know about something then what gets delivered will be different. Then when you see the difference, you can address that. When you determine the benefit and you don't know there is a credit, delivery information is just delivery information. No advantage to including credits in the delivery info. You would fix it afterwards.
A: On vendor side there is a notes field added, so perhaps that could come into play as needed.

Q: New requirement about account in clients name…in terms of Crisis timelines how is that addressed.
A: We'll note that and address that when we discuss that topic.

Q: Is it okay if HHD gets more fuel than they are authorized for and the HHD pays the difference?
A: There is no issue with this. Want to make a note and explain why. Would be best to have delivery information reflect EAP portion of delivery. The HHD portion is like a separate transaction.

Eligibility

Q: We process apps for many foreign residents (e.g. foreign students/interns). They sign something with Mayo clinic…are they eligible or ineligible?
A: We would need to look into their specific situation.
Q: So are we looking at what Visa they are here on.
A: Yes, that kind of thing.

Q: If everyone in the HHD has no SSN what is the denial reason?
A: Would deny them for insufficient information.

Q: If HHD member has documentation (e.g. income) in a different name and that is documented in the HHD file.
A: We shouldn't assume they are not ineligible non-citizen. Unless they tell you they are an ineligible non-citizen, you cannot assume they are. Accept their word regarding their income and no need to inquire further about citizenship status.

Q: If in the past they told us they are undocumented non-citizens, can we not serve them going forward?
A: We cannot assume that their status hasn't changed in the interim. So do not assume they are undocumented non-citizens and do not inquire further.

Q: Subsidized housing in Section 42 - is that not considered subsidized housing?
A: Section 42 is NOT considered subsidized for EAP purposes. Only those types listed in the Manual in the Subsidized Housing section are to be considered subsidized for EAP purposes.

Q: What about Tribal subsidized housing?
A: May be subsidized, but only if it meets the definition used for EAP purposes (i.e. government subsidy where rent paid is based on a percent of the HHD's income). Tribal housing does not necessarily meet the EAP definition, unless the housing cost is tied to the percentage of HHD income.

Q: If a HHD member works under a different name and I verify their income under that other name, should I assume they are an ineligible non-citizen?
A: No, you should not assume that because they work under another name they are non-citizens. That alone is not proof of their citizenship status. And as said previously you do not pursue further information of their status. Unless they explicitly make it clear to you they are an ineligible non-citizen, you should assume they are eligible.

Eligibility & Income

Q: Why if I'm paying child support to someone does EAP counts my income but does not count the child support as income for the person receiving the child support?
A: Main reason we don't count child support is to be aligned with what DOE guidelines (they don't count child support for eligibility), so we don't have to have two different eligibility guidelines (WAP eligibility depends on EAP eligibility).

Q: How do you know it's Agent Orange? It came through as a VA Benefit?
A: The people who have these benefits may know they have special treatment. If you don't know about it, you can't act on it.

Q: They told me it was Agent Orange payment, so what documentation do we need to have?
A: I think they should give proof from the VA that it is something that shouldn't be counted.

Q: Should we ask the HHD if they are Agent Orange benefit when we see VA benefits?
A: It's very rare. If they are getting it, they likely know it is not countable.
JS: In our experience, the Agent Orange benefits were paid in 1993, even less frequent. The VA can help clarify…

Q: On rental income, don't want to fill out forms, and we can use cancelled checks. How many checks worth? One year?
A: A year's worth.
Q: I advocate for this rental receipt. So if I get three months' worth of receipts, I have to ask them for 12 months?
A: We need to talk more about this.

Q: So if the HHD filled out the Self-Employment worksheet they wouldn't need any proof, but in this case we need 12 months? Doesn't make sense.
A: We will need to look further at this.

Wisconsin Home Energy Assistance Program

Q: Summer fill can create a credit on account and stay on there?
A: Yes.
Q: Does the $5 M include admin?
A: Not in that, that's all benefits.

Q: What's the CWR in WI – is it mandatory that they reconnect the electric?
A: Moratorium on disconnects in certain period, dependent on weather (usually late Oct through late April, but does depend on the weather). HHD can get reconnected even if they have a high arrearage. They get disconnected in the spring and have a large bill. In local Crisis plan, if they aren't making a payment they cannot get the additional Crisis payment.

Q: Do your local SPs do any vendor monitoring?
A: No, all vendor monitoring is done at state level.
Q: How many total vendors in WI?
A: Roughly 400
Q: How many do you anticipate monitoring annually?
A: At this point, we are reacting to calls. Started last year and it's in its infancy. Hoping to do some sort of sampling method going forward.

Q: Can we go to every 3 year monitoring?
A: Why would you ask me that? Answer: no.

Q: Do you have limit on primary grant? And Crisis?
A: Regular grant is based on HHD size, etc. and there is a $500 max I think. Fuel type matters. $1200 max on Crisis, dependent on County criteria…at least $25 payment in past 3 months. But each County can have their own extra requirements for Crisis. All are different.
A: Crisis payments are often lump sum to vendor, however there are sometimes copayment agreements requiring HHD copayments. Primary grant is one lump sum.

Q: Primary grant average and public benefit. Do most HHDs get both?
A: If the HHDs vendor participates in the public benefit (USF), yes they will get a public benefit. Everyone typically gets a Heat benefit and not necessarily a public benefit. Many factors for if they get a public benefit or not. (HH size, room count, etc)

Q: Is your energy assistance and WAP applications the same app?
A: No, but the systems are integrated.

Day Two FFY2016 Q&A

No Heat Call

Q: Can you tell us about those expensive electric space heaters they sell?
A: They are the same a regular milk house heater, just in a difference box. They take a lot of electricity. It's much cheaper to use your furnace than your electric space heater.

Q: [Couldn't hear this question and it wasn't repeated]
A: Mobile home furnace you can get up to 95/96, would save a lot of fuel over the life of the mobile home. I don't know EAP policy on that.

Q: Does DOLI like it when you change the specs on a furnace in a mobile home.
A: You have to follow the HUD guidelines. There are more options than just the mobile home furnace.

Q: High level EC Motor info.
A: Pretty soon every furnace sold will have to have an EC Motor. They won't fit on narrower models so some cabinets will be too narrow.

Q: Including mobile home furnaces?
A: Yes

Application & App Processing

Q: What is meant by contractor staff acting in an employee capacity?
A: If someone is doing work for you, treat them like an employee. People shouldn't be doing their own application. If they are doing work for you, someone else should handle it. Employees and people who are like employees.

Q: Sometimes don't use prefill app and use a separate app and not fill it out completely. Can we use what's in eHEAT?
A: The Tool on the web helps with that.

Q: If SSN was in eHEAT from prior year, and they don't put it on this year's app, do we need to write it on the app?
A: Recommended making a note ("SSN was in eHEAT from prior year" could be written on app.)

Q: Where does Line 21 fit into what you showed on the eHEAT screen, based on what you mentioned yesterday?

A: You wouldn't show it in the business section, you would add it to the regular income and make notes.

Primary Heat

Q: On charts by fuel type. Will vary a great deal by location in state. Can we get this relevant to our region?
A: Yes, we could do this date by SP if you're interested. These are guidelines, not exact numbers.

Q: Next year at JAD, talk about this. We use a lot of last year's consumption to review accuracy, it would be nice to easily see what consumption was last year.
A: We could consider that, think about spot where that would be most useful. That could be helpful.

Q: WE typically used a different method, gallons or therms (due to price variations).
A: This is more about paying attention, and you're obviously paying attention and looking at even more accurate data. We don't keep track of therms, so we can't produce that data. But if you have access to that data, yes please use it.

Q: Name on Account - let's say the account is in name of previous tenant, roommate, etc, should it hold up processing of application?
A: Don't hold it up, make good notes. The intent isn't to slow anybody down, it's to ensure benefit is going into the correct account. As long as you assured it's going to the correct account, move app forward and make notes.

Q: Are you currently able to run report where names don't match?
A: It's challenging b/c it requires matching what is entered into the account field with everyone in the HHD list. And names can be "Bill" or "William", which looks like a mismatch but really isn't. Your eyeball test is the best test. We rely on your staff to see this.

Performance Measures

Q: Drop down Crisis fuel type, how is it populated?
A: It's populated with their heating fuel and electricity on the pulldown. KB will look at narrowing the selection or verifying the selection. For starters it'll be a pull-down with the HHD's fuel types.

Q: Part of my reason to ask is I'm thinking of rare situation with fuel source switch on furnace replacement.
A: you would want to list it on the application in eHEAT, then it would show up in the pulldown.

Q: Does eHEAT currently calculate energy burden for us?
A: Not exactly.

Refunds

Q: Why Dec 15 is the date?
A: We needed to choose a date. It is 2 months after new program year has started and is a reasonable date to choose. Anything done post-start of new program year has to be done through Commerce.

Q: If Alex gets a refund check after program year ends and before Dec 15, does the SP get a notification.
A: A lot of times it's prompted by SP relationship, someone prompting the refund, so SP would know. I can't tell you for sure if it would prompt a notice

Q: I know earlier there was a Spark about the new refund policy. What are we providing to Vendors now, what's in the Vendor chapter is much briefer than what we are to follow. What steps should we take?
A: Good question. This 3-legged stool, there is lots of stuff in the manual vendors need to know about. This may be something we would want to add to the vendor chapter since it's a big change between years.

Electronic Security & eHEAT Security Management

Q: eHEAT and all that private data is web based. If I have a secure home network am I okay to use my work computer at home to access eHEAT.
A: Yes, the eHEAT website is secure.

Q: How does it apply to e.g. the hotel internet, when it says "the info may be visible to others"
A: That's true, if it's available for everybody there is the opportunity for hacking in. VPN can help make it more secure.

Q: Any chance we could get an archive of disabled users so we don't see the old ones?
A: you can only choose current users, and exclude disabled users from your export.

HeatShare

Q: Is HeatShare available in all MN counties?
A: Mostly, but funding is based on where it is donated and some areas don't get enough donations.

Q: Who do you run GAP for?
A: MERC. For Centerpoint and Xcel it's run by EnergyCents Coalition.

Q: What is this year's funding?
A: About same as last year, $1.4 million. We're losing the monthly contributors for CenterPoint and some IOUs, etc.

eHEAT Enhancements

Q: Sources of income on app is changed in order. Will eHEAT match it?
A: I can't really match some of it in eHEAT. I do it as close as I possibly can. Put all the Social Security stuff together. Looking at result if there is a better order, I can change the order.

Clarification from Ken: For the letters you save and send, you actually can make edits until that night's batch gets sent (around 5:00 pm). The next day, you could not edit it.

Q: On the VIE, there is a place where the three months is normally filled in by the SP before we send it out.
A: We will work on that – could be based on logged date. Also, the applicant name and HHD number should be auto-filled on the form.

Q: If on an app there is no phone number, but on the app there is no phone number listed, do I remove it?
A: No, you should leave it in eHEAT in that case.

Vendor Management

Q: On export (vendor screen) can you add phone number?
A: Yes I can.

Q: On the section where sample question EV must answer #2 (refund within 10 days or less) – is there an acceptable reason for them to be more than 10 days?
A: These questions are testing their understanding and compliance. If they say there are reasonable cases where they don't meet that, then it is reasonable. But, eg, if they say they do it quarterly, that is not acceptable.
[JB added some thoughts on this and it was not captured.]

Q: On EV chapter, entering consumption during program year, does it address how the EV sees the request for consumption come across?
A: They have to search for these requests for consumption. There is a vendor manual on the web that explains the three ways related to EV entering consumption – this is helpful. We'll publish this too – it has been updated, it's not perfect but those parts have not changed. Contact JM if you need this sent to you. I talk to vendors and talk them through this and I send them the help manual on the web

Vendor Registration

Q: We had an issue with a vendor where we were using wrong acct number. Do we have info where they can directly get the form from MMB?
A: Yes, we'll be adding that [Bank Change Request] form as a tool on the web.

Local Plan / Internal Controls Document

Q: Considering changing our procurement plan going forward, after the LP is due. Do I need to notify Commerce?
A: Send us a current version of the plan if you change it. When auditing, we need to compare your planned procurement procedures to actual practices.

Q: Board attendance records – how long?
A: It says one year.

Q: What are you looking at for FT, PT….our agency is all FT but not all FT for EAP.
A: You would mark them as FT, but then list the % they work for EAP.

Q: Are the attachments all due with the LP?
A: Yes, the LP attachments are due with the LP, along with the ICD and its attachments.

Q: ICD agency approval requires board and ED sign off. Can it be signed in Sept when board meets?
A: No, should be signed in Aug when everything is due.

Q: What about Tribe equivalency of by-laws?
A: Whatever you have that resembles.
JMa: I asked tribal attorney, he says bylaws to tribal council. Seems equivalent.

Q: It's likely we may need revisions from initial, do we need Board Chair sign every revision?
A: ICD will not be part of the LP review process, so not as much back and forth in that same time period.
PW: I think people felt it would only need final signature, so it's a big deal.
JMa: It's going to take me two weeks to get it on the agenda.

Contracts

Q: LP signed by Board Chair and ED
A: That is a mistake, should only say the ED.

Q: ICD only has Board Chair signature?
A: No, it needs signature by both ED and Board Chair.

Day One Slides

Minnesota Department of Commerce

Energy Assistance Program

FFY2016 EAP Annual Training

Day One

Welcome & Introduction

John Harvanko

Director

Office of Energy Assistance Programs

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Topics

- Introductions
- Agenda for Today and Tomorrow
- FFY15 Outcomes
- FFY16 Approach
- Overview of Training

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State EAP Staff

- Amanuel Asghedom
- Ken Benson
- Jynell Boulka
- Shamiere Bridgeford
- Doug Burns
- Andrew Grewell
- Kathy Hochreiter
- Alex Larson
- Jeff Mitchell
- Michael Schmitz
- Sandra Seemann

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Other State Staff

- Bill Grant
- Sukumar Puligilla
- Jodi Bellefeuille
- Michelle Gransee
- Richard Gooley
- Ivan Karnes
- Jessica Rochester

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Other Special Guests

- Kenna Arvold
- Jeff Heino
- Mike McGlone

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Day One Slides

New Coordinators/Other Staff

Introductions

- New since last year's training
- Please stand up, tell us your name and what organization you are from
- Other Coordinators please offer your time and knowledge

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Agenda Day One

1. Welcome, Introductions & FFY2015
2. Deputy Commissioner Bill Grant
3. FFY2016 Approach & Training Approach
4. A16
5. Office of Economic Opportunity
6. Energy Related Repairs
7. Weatherization Assistance Program
8. Crisis
9. Eligibility
10. Income
11. Wisconsin Home Energy Assistance Program

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Agenda Day Two

1. No Heat Call
2. The Application
3. Application Processing
4. Primary Heat
5. Performance Measures
6. Refunds
7. Security
8. HeatShare
9. Vendor Management
10. Local Plan & ICD
11. Oversight
12. Fiscal Management
13. Contracts

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Welcome

Bill Grant

Deputy Commissioner

Division of Energy Resources

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FFY15 Outcomes

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FFY15 Outcomes

- Total number of HHs served: 138,886
- Total number of Crisis served: 38,701
- Total number of ERR: 5,451
- Total funding:$114,498,307

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Day One Slides

FFY15 Outcomes

Application Count Comparison

Report Consists of Data from June 1, 2015			
Status	**As Of: June 1, 2015**	**As Of: June 1, 2014**	**As Of: June 1, 2013**
Approved	138,451	152,244	144,296
Complete	100	303	277
SUB TOTAL	**138,551**	**152,547**	**144,573**
Change from Previous Year	-10%	6%	
Incomplete	875	3,410	2,893
Logged	160	1,378	1,549
Denied	19,043	13,844	18,463
Closed	493	471	519
SUB TOTAL	**20,078**	**18,632**	**22,905**
Pre-Logged	36,352	29,168	37,687
Void	543	696	623
TOTAL (of SUB TOTALS)	**158,629**	**171,179**	**167,478**
Change from Previous Year	-8%	1%	

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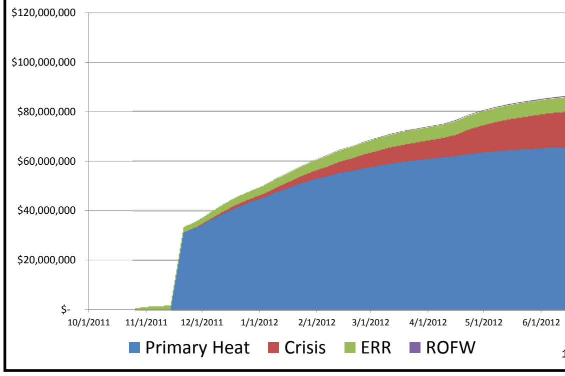
FFY12 Distribution of EAP Benefits



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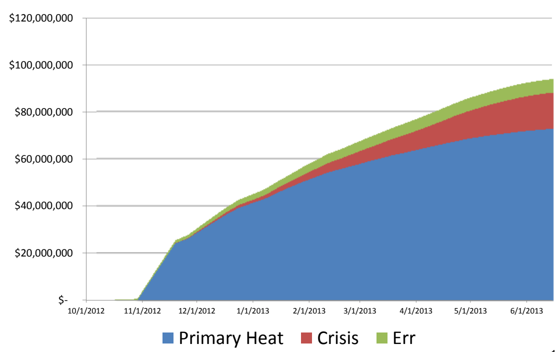
FFY13 Distribution of EAP Benefits



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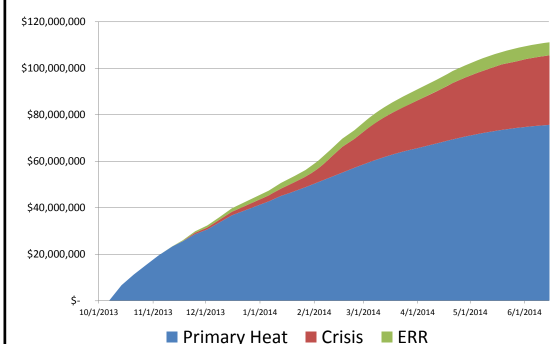
FFY14 Distribution of EAP Benefits



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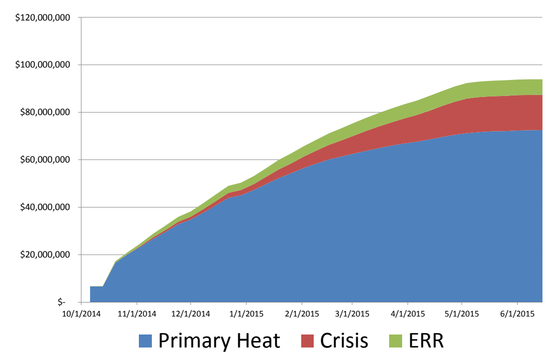
FFY15 Distribution of EAP Benefits



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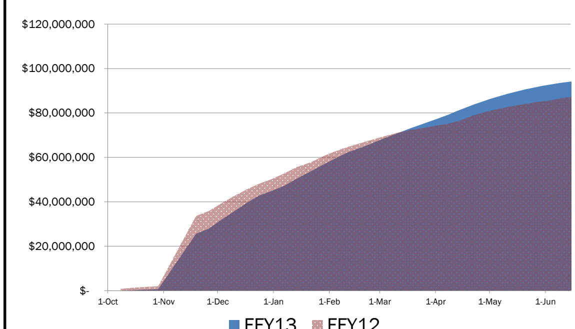
FFY13 vs. FFY12 Distribution of EAP Benefits



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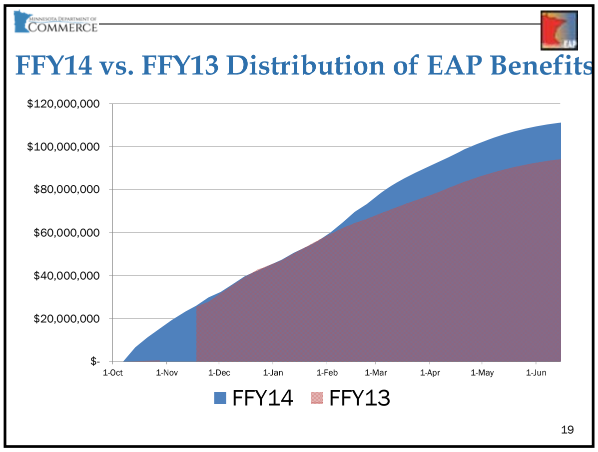
COMMERCE
FFY14 vs. FFY13 Distribution of EAP Benefits
$120,000,000
$100,000,000
$80,000,000
$60,000,000
$40,000,000
$20,000,000
$-
1-Oct 1-Nov 1-Dec 1-Jan 1-Feb 1-Mar 1-Apr 1-May 1-Jun
FFY14 FFY13
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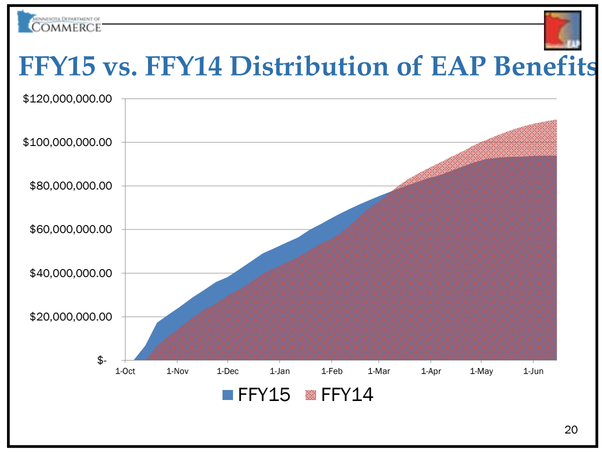
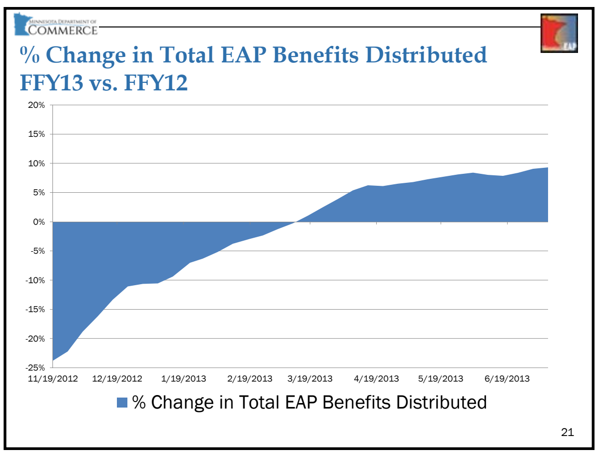
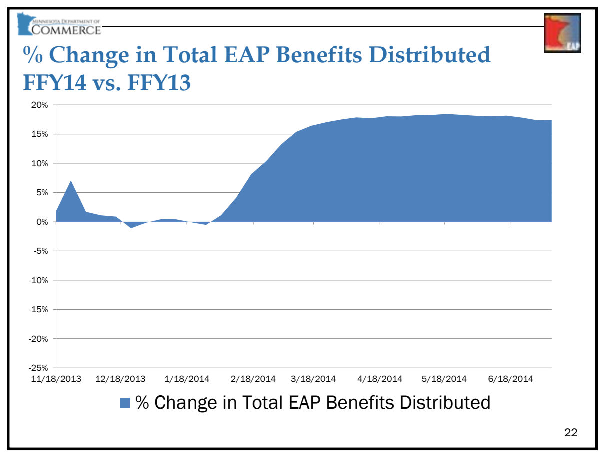
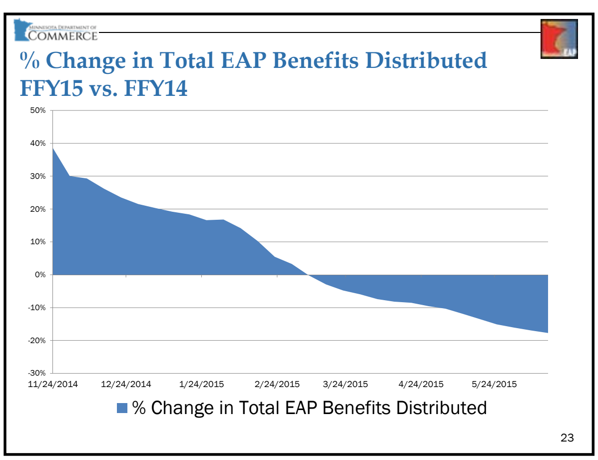
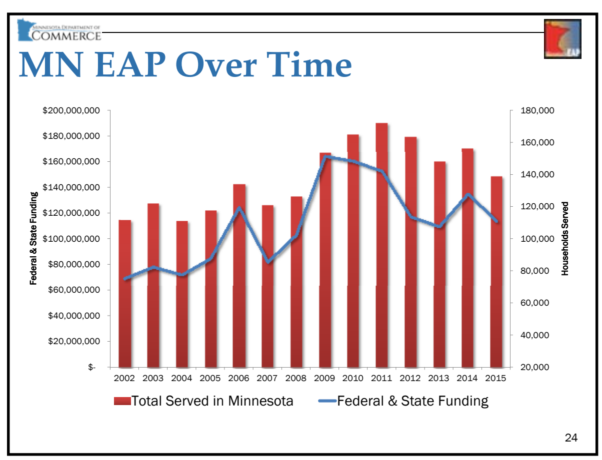

COMMERCE
FFY15 vs. FFY14 Distribution of EAP Benefits
$120,000,000.00
$100,000,000.00
$80,000,000.00
$60,000,000.00
$40,000,000.00
$20,000,000.00
$-
1-Oct 1-Nov 1-Dec 1-Jan 1-Feb 1-Mar 1-Apr 1-May 1-Jun
FFY15 FFY14
20


COMMERCE
% Change in Total EAP Benefits Distributed
FFY13 vs. FFY12
20% 15% 10% 5% 0% -5% -10% -15% -20% -25%
11/19/2012 12/19/2012 1/19/2013 2/19/2013 3/19/2013 4/19/2013 5/19/2013 6/19/2013
% Change in Total EAP Benefits Distributed
21


COMMERCE
% Change in Total EAP Benefits Distributed
FFY14 vs. FFY13
20% 15% 10% 5% 0% -5% -10% -15% -20% -25%
11/18/2013 12/18/2013 1/18/2014 2/18/2014 3/18/2014 4/18/2014 5/18/2014 6/18/2014
% Change in Total EAP Benefits Distributed
22


COMMERCE
% Change in Total EAP Benefits Distributed
FFY15 vs. FFY14
50% 40% 30% 20% 10% 0% -10% -20% -30%
11/24/2014 12/24/2014 1/24/2015 2/24/2015 3/24/2015 4/24/2015 5/24/2015
% Change in Total EAP Benefits Distributed
23


COMMERCE
MN EAP Over Time
Federal & State Funding
$200,000,000 $180,000,000 $160,000,000 $140,000,000 $120,000,000 $100,000,000 $80,000,000 $60,000,000 $40,000,000 $20,000,000 $-
Households Served
180,000 160,000 140,000 120,000 100,000 80,000 60,000 40,000 20,000
2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015
Total Served in Minnesota
Federal & State Funding
24

Day One Slides

Thank You!

Yet another challenging year

- Implementing new A16
- ROOM - May 6
- CAMPLS
- Stable LP supply

Thank you!

25

FFY16

26

FFY16

FFY16 Approach

- Funding may be similar to FFY15
- No big changes – implementation consistency
- Second year of A16; Continue to improve
- Minor improvements to Crisis & ERR
- May run out of funds again
- Average PH benefit $500
- 5% EAPWX Transfer
- ERR October 1 of $1M

27

FFY16

FFY16 Policy Development

Many sources for the improvements

- Program Audits
- Issues identified during the years
- PAC
- State Staff
- EACA

AND specially,

28

FFY16 JAD Participants

- Rachel Bagley
- Richard Fuchs
- Catherine Fair
- Mary Heilman
- Tammy Stauffer
- Mandy Braaten
- Joan Markon
- Pam Wild
- Karen Moe
- Nora Guerra
- Kevin Adams
- Greg Rottach

We couldn't have done it without!
Thank You!!!

29

Overview of Training

Intentions

- Prepare for FFY16
- Enabling Train-the-Trainer

By training on:

- Program and policy changes
- Areas of concern
- Data Accuracy
- Improved controls

Excludes: EAP 101, policy making, eHEAT development

30

Day One Slides

FFY16 Training

And so it begins now…

31

Q&A

32

Assurance 16

Michael Schmitz

33

Assurance 16

Topics

- FFY15 Recap
- FFY16 Policy Improvements
- Proactive ESS
- A16 Reporting

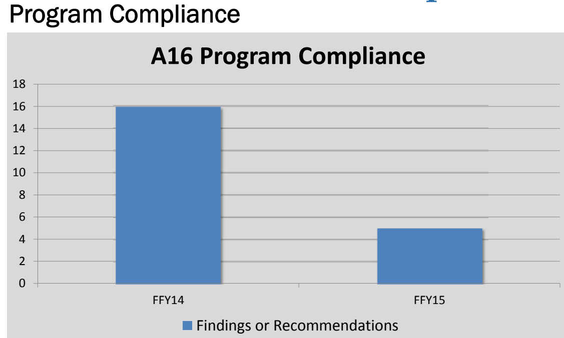
34

Assurance 16: FFY15 Recap

35

Assurance 16: FFY15 Recap

Program Compliance

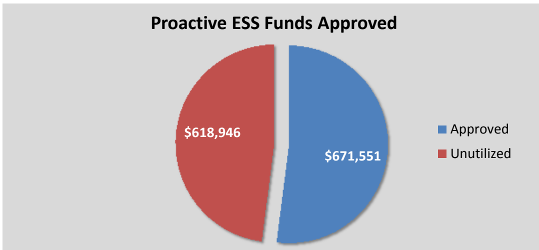


36

Assurance 16: FFY15 Recap

A16 Utilization

- FFY14 Plans Submitted: 4
- FFY15 Plans Submitted: 27 from 17 SPs



37

Assurance 16: FFY15 Recap

Proactive Energy Self Sufficiency

- Case Management
- Energy Conservation Education
  - In-home
  - Classes
- Financial Literacy
- Family Assets for Independence In Minnesota (FAIM)
- Combinations

38

Assurance 16: Policy Improvements

39

Assurance 16: Policy Improvements

Timing of Proactive ESS Funds

- **Issue:** SPs indicate timing constraints around Proactive ESS funds make it hard to use the funds as effectively as could be.
- **Decision:** Due to external requirements, the limited experience with the current policy, and the administrative challenge of carrying funds over into the next program year, EAP will keep current policy.
- That is, SPs can submit Proactive ESS Plans until February 1, 2016; funds must be used within the program year (i.e., before Oct 1, 2016).

40

Assurance 16: Policy Improvements

Proactive ESS Plan Deadlines & Review Process

- **Issue:** SPs and Commerce experienced some challenges related to the Proactive ESS review process
- **Decisions:**
  - Executive Director Signature required only on final submittal (i.e., after review). ED's should be made aware of plans before initial submittal
  - Changed name to "Plan" from "Proposal"
  - Continue option to "pre-submit" plans
  - Review & Approval Process details added to Plan form

41

Assurance 16: Policy Improvements

Proactive ESS Plan Form

- **Issue:** During Proactive ESS Plan review, additional information needs were identified.
- **Additions:**
  - "Describe the actual or expected qualifications of the staff who will be assigned to carry out this program or activity (resumes acceptable)."
  - Example Response: "The EAP Coordinator has 10 years of experience managing the agency's EAP activities, including all A16 activities. Specific relevant experience includes managing energy literacy workshops over the past two program years. The EAP Coordinator has participated in a number of trainings/conferences related to developing and implementing energy conservation education programs."

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Assurance 16: Policy Improvements
Proactive ESS Plan Form
- Additions:
  - "If any costs will be covered by non-EAP funds, please describe."
  - Example Response: "A local energy vendor – Minnesota Energy Company – will donate energy kits for use by participants. The cost of the kits is estimated at $360 ($30/kit)."
  - Budget Request – specify where a cost breakdown is needed:
    - Personnel salaries and benefits
    - Supplies
    - Equipment
    - Travel

43

Assurance 16: Policy Improvements
Allowable Costs: Plan Development
- **Issue:** SPs requested clarity on whether the costs for preparing Proactive ESS Plan were allowable.
- **Decision:** Costs for planning preparation are allowable in some cases and not in others.
  - **Not allowable**: Development Costs
    - Developing, planning, or preparing an activity more generally.
  - **Allowable**: Implementation Costs
    - Planning and preparing for a given session or event specifically.

44

Assurance 16: Policy Improvements
Allowable Costs: Plan Development
- Pop Quiz!
- I'm going to show some examples. Think about whether it is a preparation activity that can be funded with administrative or A16 funds.
- Raise your hands if you think it is A16-allowable.

45

Assurance 16: Policy Improvements
Allowable Costs: Plan Development
- The time to write, submit, and respond to questions about your Proactive ESS Plan.

Development: Administrative

46

Assurance 16: Policy Improvements
Allowable Costs: Plan Development
- The time to research A16 in other states to get ideas about possible Proactive ESS activities.

Development: Administrative

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Assurance 16: Policy Improvements
Allowable Costs: Plan Development
- The time to prepare materials (e.g., handouts, demonstration materials, etc.) for a class.

Implementation: Allowable A16

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Assurance 16: Policy Improvements
Allowable Costs: Direct Program Services
- **Issue:** Confusion about direct vs. indirect costs
- **Explanation:** Direct costs are those for activities or services that benefit specific programs or projects.
- For example: salaries for project staff, equipment, and materials required for a particular project.
- Indirect costs are not directly attributable to a specific program or project.

49

Assurance 16: Policy Improvements
Allowable Costs: Direct Program Services
- Considerations
  - Many costs could be considered either direct or indirect, depending on how they are accounted for.
  - Example: pens, paper, etc., could be used for a specific project, but because it would be difficult to track and substantiate, they are typically considered indirect costs.
  - Costs for management are typically indirect.

50

Assurance 16: Policy Improvements
Allowable Costs: Direct Program Services
- The costs for staff time for carrying out a Proactive ESS activity like an energy conservation education class.

Direct

51

Assurance 16: Policy Improvements
Allowable Costs: Direct Program Services
- The costs for HR staff to administer employee benefits, including for A16 staff.

Indirect

52

Assurance 16: Policy Improvements
Allowable Costs: Direct Program Services
- The costs for renting a meeting room specifically to carry out an A16 class.

Direct

53

Assurance 16: Policy Improvements
Allowable Costs: Direct Program Services
- A portion of rent for the agency's building for A16

Depends: Direct or Indirect

- Typically, it would be difficult to substantiate the specific portion attributable to A16, so these would be considered indirect.
- General rule of thumb: if the cost would be the same if you weren't doing the A16 activity, then it should be considered indirect and would generally be an administrative cost.

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Day One Slides

Assurance 16: Policy Improvements

Allowable Costs: Energy Kits

- **Issue:** SPs indicated energy kits would be helpful for certain Proactive ESS activities.
- **Decision:** Energy kits are allowable if utilized as part of an educational activity.
- Otherwise, not allowable. Examples:
  - Energy kits provided to households as a reward for participating in an activity
  - Energy kits provided to households as an outreach tool
  - Energy kits provided as part of a Responsive ESS activity
  - General distribution of energy kits outside of any A16 activity

55

Assurance 16: Policy Improvements

Allowable Costs: Energy Kits

- An SP is holding a series of classes on energy conservation education. At the first class they provide basic info on energy conservation, including showing how different materials in an energy kit can reduce energy usage/cost. They provide a kit to participants with an assignment to install some of the measures and report back at the next class.

Allowable

56

Assurance 16: Policy Improvements

Allowable Costs: Energy Kits

- An SP provides energy kits to any LIHEAP-eligible households until they run out of kits.

Not Allowable

57

Assurance 16: Policy Improvements

Allowable Costs: Energy Kits

- An SP provides energy kits to at an outreach event with the agency's name on the kit.

Not Allowable

58

Assurance 16: Policy Improvements

Allowable Costs: Energy Kits

- An SP provides energy kits to participants in an approved Proactive ESS plan activity as a reward for completion.

Not Allowable

59

Assurance 16: Policy Improvements

Allowable Costs: Incentives for Participation

- **Issue:** SPs indicated providing incentives for household participation in Proactive ESS activities would help with recruitment.
- **Decision:** Certain costs may be allowable for Proactive ESS only.
  - **Allowable:** Items related to or enable achieving an activity goal (e.g., a credit report provided as part of a financial literacy class; a furnace filter and/or energy kit provided for use as part of an energy conservation education activity).
  - **Allowable:** Items that reduce a barrier to participation (e.g., daycare, food, transit).
  - **Not allowable:** Payments to households or similar items (e.g., food or gas cards, savings bonds, cash).

60

Assurance 16: Policy Improvements

Allowable Costs: Incentives for Participation

- As part of a Proactive ESS energy conservation course participants are provided with furnace filters. As an assignment they are to install the filters and report on any problems at the next class.

Allowable

61

Assurance 16: Policy Improvements

Allowable Costs: Incentives for Participation

- As part of a Proactive ESS energy conservation course participants are provided with furnace filters upon completion of the course.

Not Allowable

62

Assurance 16: Policy Improvements

Allowable Costs: Incentives for Participation

- To enable household participation in a Proactive ESS activity, the SP provides daycare and gives participants bus passes at the end.

Allowable

63

Assurance 16: Policy Improvements

Allowable Costs: Incentives for Participation

- If households complete an energy conservation course, the SP makes payments to their energy account using A16 funds.

Not Allowable

64

Assurance 16: Policy Improvements

Allowable Costs: Eligible Proactive ESS Participants

- For classes, SPs are not required to verify all participants have been determined EAP eligible if the majority of the class participants are likely to be EAP eligible based on their participation in other low-income programs run by the SP or County (e.g., TANF, SNAP, HeadStart).
- Proactive ESS Plans must indicate why the SP believes a majority will likely be EAP eligible.

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Assurance 16: Policy Improvements
Q&A

66

Day One Slides

MINNESOTA DEPARTMENT OF COMMERCE

Assurance 16: Proactive ESS

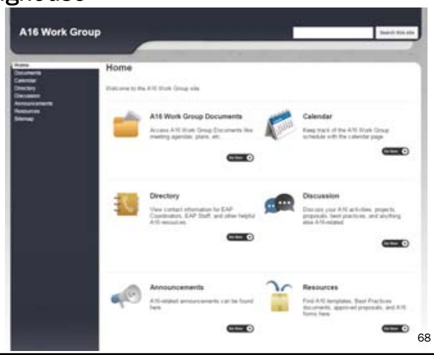
Proactive ESS Brainstorming

- Take 10 minutes in groups.
- Discuss ideas for Proactive ESS.
- Report back on the best ideas.

67

Assurance 16: Proactive ESS

A16 Clearinghouse



68

Assurance 16: Proactive ESS

A16 Clearinghouse

- What's available?
  - Work Group Documents (e.g., agenda)
  - Resources & Tools
    - Approved proposals
    - Example tally sheets
    - Other items you submit
  - Contact Information
  - Forum
  - Calendar

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Assurance 16: Proactive ESS

A16 Clearinghouse

- How do you get access?
  1. Go to the clearinghouse site: https://sites.google.com/site/a16workgroup/
  2. Sign in with existing google account, or
  3. Create a new google account
     a. You can do this with your existing work email account (e.g., michael.schmitz@state.mn.us)
        or
     b. Create a google-specific account (e.g., michael.schmitz@gmail.com – I wish this was my real personal address, but its not…)
  4. Send me a request for access

70

Assurance 16: Proactive ESS

A16 Clearinghouse

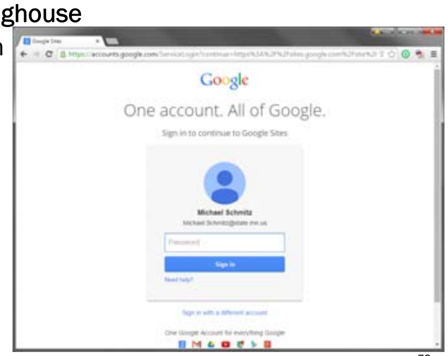
Go to the A16 Clearinghouse site:

71

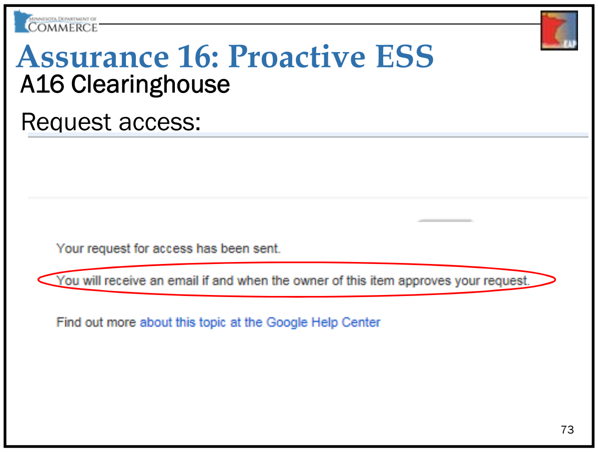
Assurance 16: Proactive ESS

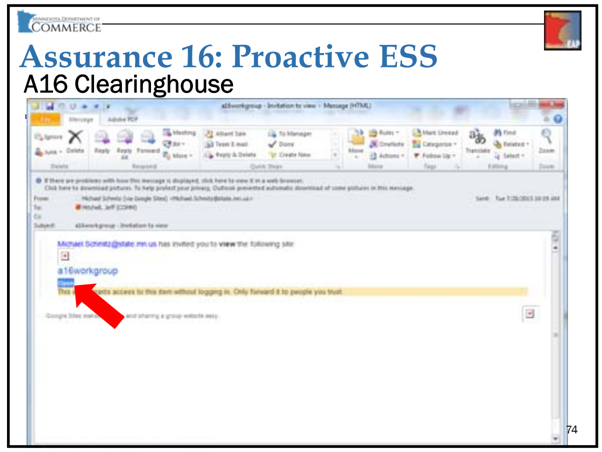
A16 Clearinghouse

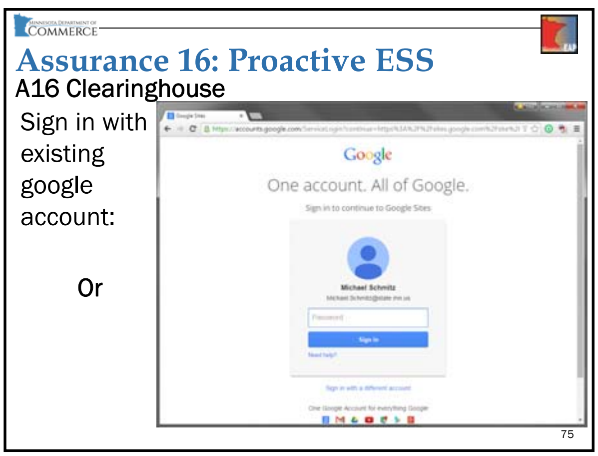
Sign in with existing google account:

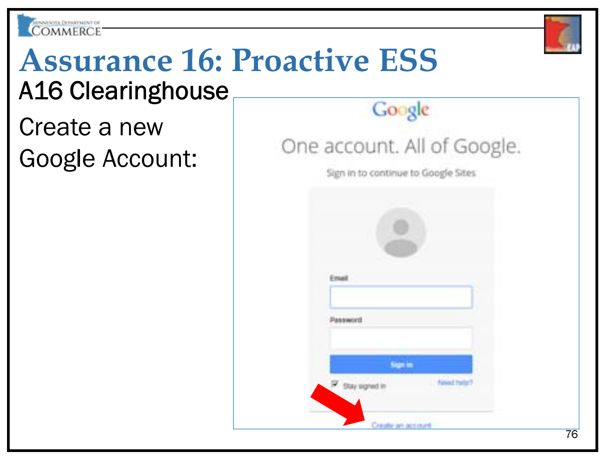


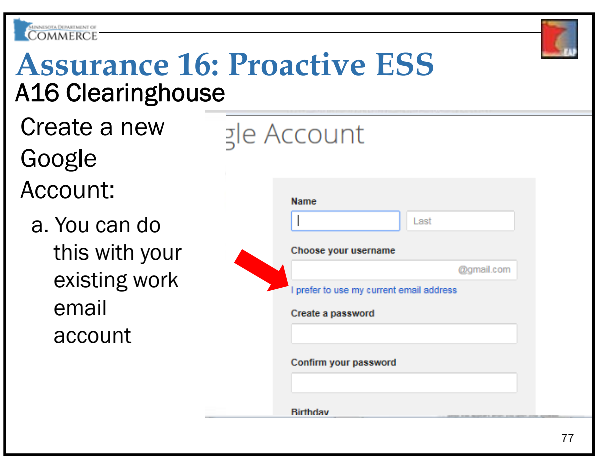
72

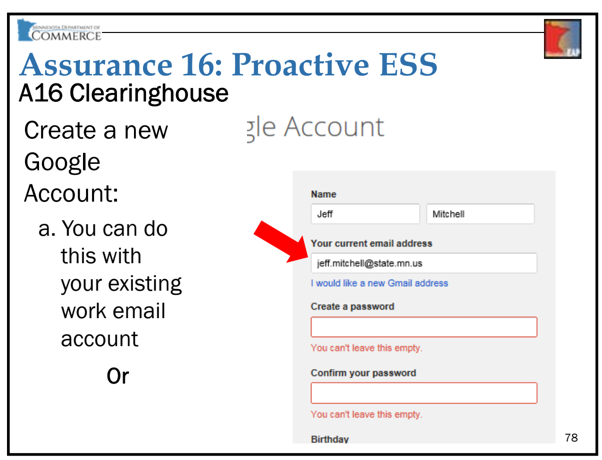

Assurance 16: Proactive ESS
A16 Clearinghouse
Request access:
Your request for access has been sent.
You will receive an email if and when the owner of this item approves your request.
Find out more about this topic at the Google Help Center
73


Assurance 16: Proactive ESS
A16 Clearinghouse
a16workgroup
74


Assurance 16: Proactive ESS
A16 Clearinghouse
Sign in with existing google account:
Or
Google
One account. All of Google.
Sign in to continue to Google Sites
Michael Schmitz
Sign in
75


Assurance 16: Proactive ESS
A16 Clearinghouse
Create a new Google Account:
Google
One account. All of Google.
Sign in to continue to Google Sites
Email
Password
Sign in
Stay signed in
Need help?
Create an account
76


Assurance 16: Proactive ESS
A16 Clearinghouse
Create a new Google Account:
a. You can do this with your existing work email account
gle Account
Name
Last
Choose your username
@gmail.com
I prefer to use my current email address
Create a password
Confirm your password
Birthday
77


Assurance 16: Proactive ESS
A16 Clearinghouse
Create a new Google Account:
a. You can do this with your existing work email account
Or
gle Account
Name
Jeff
Mitchell
Your current email address
jeff.mitchell@state.mn.us
I would like a new Gmail address
Create a password
You can't leave this empty.
Confirm your password
You can't leave this empty.
Birthday
78

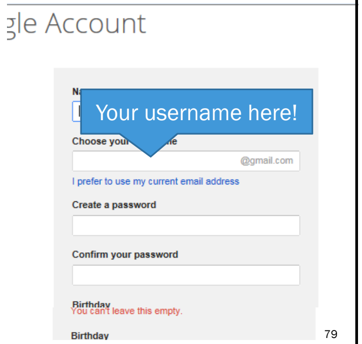
Day One Slides

Assurance 16: Proactive ESS

A16 Clearinghouse

Create a new Google Account:

b. Create a google-specific account

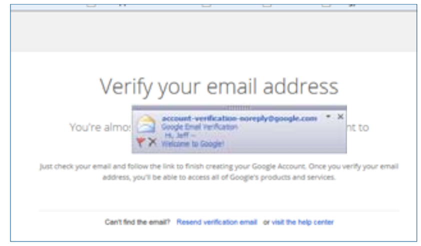


79

Assurance 16: Proactive ESS

A16 Clearinghouse

If you create a new Google account, you will need to verify it:



80

Assurance 16: Proactive ESS

A16 Clearinghouse

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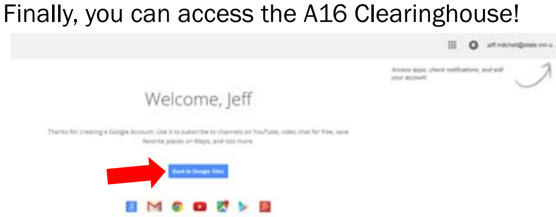
Assurance 16: Proactive ESS

A16 Clearinghouse

Finally, you can access the A16 Clearinghouse!

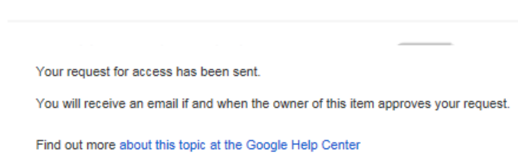


82

Assurance 16: Proactive ESS

A16 Clearinghouse

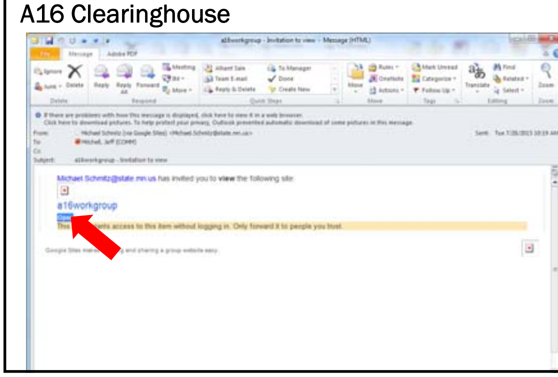
Or, at least request permission to access it! ☹



83

Assurance 16: Proactive ESS

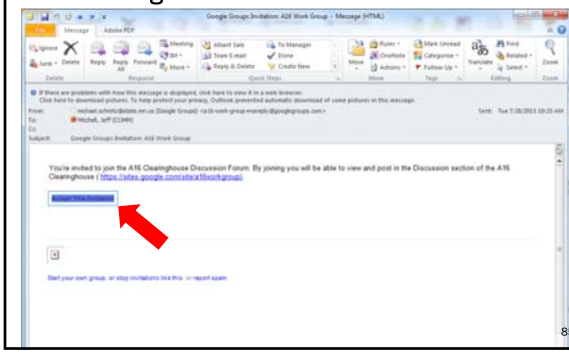
A16 Clearinghouse



84

Assurance 16: Proactive ESS

A16 Clearinghouse



85

Assurance 16: Proactive ESS

A16 Clearinghouse

- Reasons to check out the clearinghouse:
  - A16 Tally Sheet examples and approved plans are available.
  - Program evaluation resources are available.
  - Forum for discussing ideas, concerns, considerations.

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Assurance 16: Reporting

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Assurance 16: Reporting

Responsive ESS Reporting Requirements

- Due by Oct 15, 2015
- Reduced significantly from FFY14 to FFY15
- Includes:
  - Preparation activities (e.g., building local resources network)
  - Providing specific referrals (this includes some activities that previously were considered advocacy)
  - Providing referral lists
  - Assisting to build self-sufficiency (e.g., energy conservation or financial literacy info materials)
  - Informational Outreach
- Contact me (Michael Schmitz) with questions

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Assurance 16

Assurance 16 Coordinator: Michael Schmitz

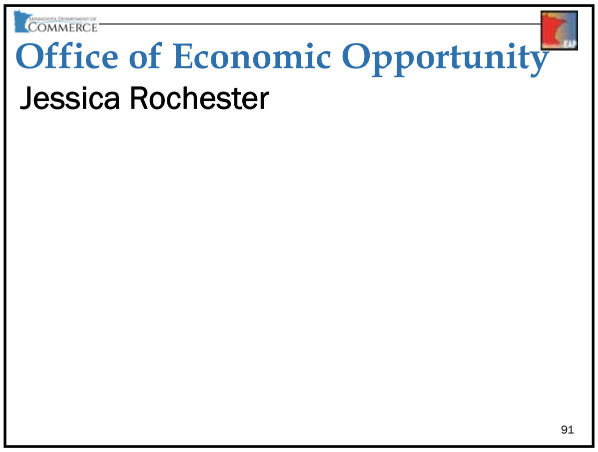
Email: michael.schmitz@state.mn.us

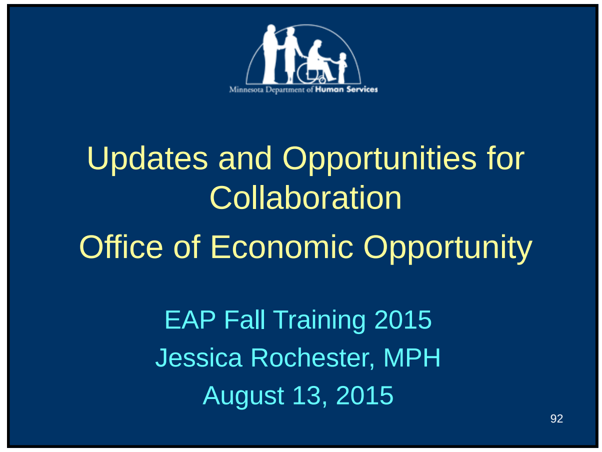
Phone: 651-539-1812

89

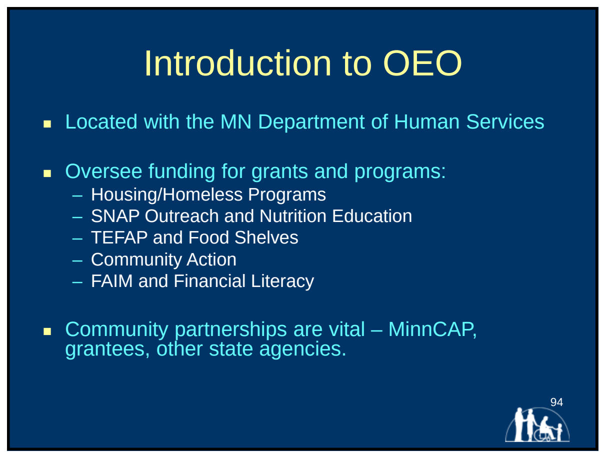
Q&A

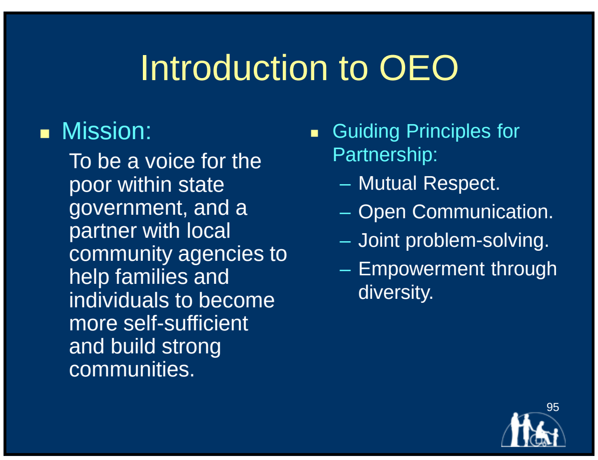
90

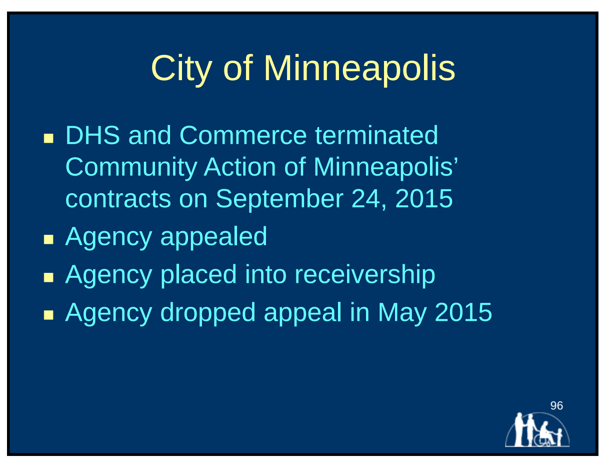

Office of Economic Opportunity
Jessica Rochester
91


Minnesota Department of Human Services
Updates and Opportunities for Collaboration
Office of Economic Opportunity
EAP Fall Training 2015
Jessica Rochester, MPH
August 13, 2015
92


Topics to cover
Introduction to Office of Economic Opportunity (OEO)
City of Minneapolis
Coordinated Oversight
Economic Asset Enhancement and Use
– FAIM
– Financial Literacy
– Tax Credits
– Energy Efficiency
93


Introduction to OEO
Located with the MN Department of Human Services
Oversee funding for grants and programs:
– Housing/Homeless Programs
– SNAP Outreach and Nutrition Education
– TEFAP and Food Shelves
– Community Action
– FAIM and Financial Literacy
Community partnerships are vital – MinnCAP, grantees, other state agencies.
94


Introduction to OEO
Mission:
To be a voice for the poor within state government, and a partner with local community agencies to help families and individuals to become more self-sufficient and build strong communities.
Guiding Principles for Partnership:
– Mutual Respect.
– Open Communication.
– Joint problem-solving.
– Empowerment through diversity.
95


City of Minneapolis
DHS and Commerce terminated Community Action of Minneapolis' contracts on September 24, 2015
Agency appealed
Agency placed into receivership
Agency dropped appeal in May 2015
96

City of Minneapolis

- Designation and Recognition process established in State Community Action statute and rules.
- City of Minneapolis released an RFQ on June 22nd entities seeking the City's designation to be the CAA serving Minneapolis.
- RFQs are due on August 11th.
- A Public hearing will be held – notice posted in Star Tribune and mailed to past CA Minneapolis clients.
- City will designate an agency – Fall 2015.
- Department of Human Services reviews materials and recognizes the City's designation.

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Coordination of Oversight

- Different funders and different grant requirements – of OEO & Commerce AND of our grantees.
- Opportunity for coordination – shared grantees and best practices. .
- Potential joint training for monitors on shared responsibilities.
- Exploring coordinated efforts around monitoring.
- Communicating about observed grantee strengths and concerns.

98

Economic Asset Enhancement and Use: FAIM

- **Family Assets for Independence in Minnesota (FAIM) is a *matched savings* project to help Minnesota low-wage earners *build assets* through:**
  - purchase of a home
  - pursuit of a higher education
  - launching of a small business.
- Participants deposit $40 of earned income into a savings accounts.
- Savers participate in an asset specific training and general financial literacy classes.
- Savings are ***matched 3:1*** when the participant has met the program requirements
- Participants can save up to $960 over two years and leverage $2,880 accruing a total of $3,840 towards their goal.

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Economic Asset Enhancement and Use: FAIM

- Over the last 10 years, FAIM account holders earned and deposited over $2.46 million into local savings accounts.
- Over 1,675 assets have been acquired: 28% home purchases, 39% capitalized businesses, and 33% higher education degrees.
- Over 2,975 participants completed 12 hours of financial education, increasing the financial fitness of Minnesotans working to leave poverty permanently.

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Economic Asset Enhancement and Use: Financial Education

- Does your agency offer FAIM?
  - Visit minnesotafaim.com to see a list of agencies that do.
- Resources for providers
  - HelpMNSave – website, e-newsletter – sign up via link on bookmark
  - Four Cornerstones trainings – train the trainer
    - Upcoming training on October 27th and 28th
  - Curriculum topics:
    - Budgeting to create savings
    - Debt reduction and asset building
    - Building a good credit rating
    - Consumer protection and financial institutions.

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Economic Asset Enhancement and Use: Tax Credits

- Helping customers access the Earned Income Tax Credit – largely through VITA and similar programs.
- Outcomes in 2014:
  - 14,502 individuals participated in CAA tax preparation programs and qualified for Federal or State Tax Credits.
  - $15,661,557 – amount of tax credit returned to low-income CAA clients.

102

Economic Asset Enhancement and Use

- Assurance 16 – Providers can spend funds (no more than 5% of their LIHEAP funds) on services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessment, counseling, and assistance with energy vendors).
- Conversation – what A16 programs are you operating this cycle?
- Examples:
  - Budget counseling
  - Energy conservation education
  - Facilitation of household negotiations for budget payments
  - Advocacy with fuel suppliers on behalf of households
  - Household energy assessments
  - Referrals
  - Case management
  - Public relations and outreach

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Questions & Discussion

- How are you connecting the dots for your clients?

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Thank you!

Contact me if you have follow up questions or ideas:

Jessica Rochester, MPH
Office of Economic Opportunity
Minnesota Department of **Human Services**
651-431-3819
jessica.rochester@state.mn.us

105

Q&A

Ken Benson

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ERR Procurement

Andy Grewell

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ERR Procurement

- Overview
- Standards
- Review
  - Methods
  - Documentation
- Screenshots
- Q&A

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ERR Procurement

Overview

- With *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* procurement procedures are required
- Partial implementation in FFY13 and FFY14
- Extensive JAD discussion in FFY15
- Attachment to Local Plan *this year*

It's difficult to apply to our program, but very important

!

109

ERR Procurement

Standards

- SPs must document their own policies and procedures
- Price or rate quotations
- Considerations for minority and women owned businesses
- Bids may be rejected
- $1,000+ aggregate dollar amount

110

ERR Procurement

Procurement Methods

- Competitive Quotes (bids)
  - Award to bid to most favorable bidder
  - System to choose which is most favorable
- Noncompetitive Proposals
  - Delay is not acceptable*
  - Poor or lacking competition
  - Single source
  - Commerce authorization

  - Justified and documented

111

ERR Procurement

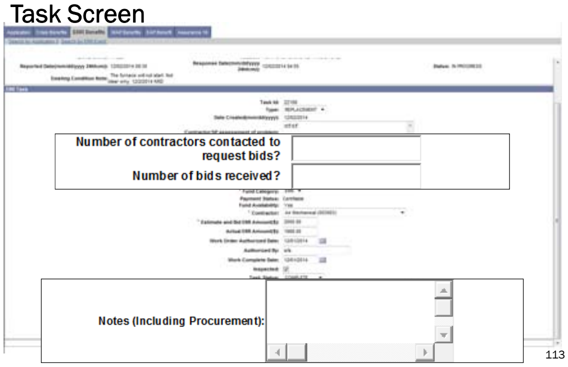
How to document?

- Local Plan
  - *Service Provider ERR Procurement Policies and Procedures*
- eHEAT
  - *Rationale for the procurement method used*
- Household file
  - *Copies of any proposals, bids, purchase orders or other work orders*
  - *Itemized invoices*

112

ERR Procurement

Task Screen



113

ERR Procurement

Review:

1. Have documented policies & procedures (LP)
2. Use eHEAT to document each event
3. Make it clear when 'normal' procedure is not followed and why
4. Keep all copies of bids and invoices
5. Ask us when you have questions!

- Justified and documented

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Q&A
Ken Benson

115

ERR
Andy Grewell

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ERR Enhancements
- New ERR Event & ERR Task eHEAT screens
- New home ownership policies & procedures
- EC Motors (Electronically Commutated)
- Household refusal for ERR Inspection
- ERR Invoices
- Mailing Labels
- Q&A

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ERR Enhancements
Event Screen

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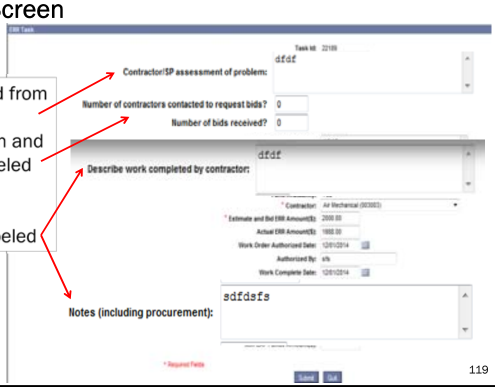
ERR Enhancements
Task Screen

- Moved from Event Screen and re-labeled
- Re-labeled



119

ERR Enhancements
Home Ownership proof
- Why so important? ERR can be single largest benefit we can give households
- Replacements and repairs over $1,000
- Mobile Home ownership proof:
  - **Personal Property** (titled through Driver and Vehicle Services)
    - Need certificate of title from DVS
  - **Real Property** (title surrendered to county)
    - Same as for non-mobile homes

120

ERR Enhancements

Home Ownership Proof review

- Property tax statement
- Statement of mortgage or mortgage payments
- Payment coupon from a lending institution
- On-line or written info from county recorder/ assessor
- Official county receipt for transfer of title.
- Contract for Deed, Life Estate, and Quit Claim Deeds recorded with County
- Confirmation over the phone is allowed but written info from the county recorder or assessor must be received prior to ERR payment

121

ERR Enhancements

EC Motors (Electronically Commutated)

- Operates like a traditional motor, with the mechanical commutator replaced by electronic switches working under computer control
- Slightly higher ERR average costs, no increase in call-backs for service
- EAP recommends installing the highest efficiency parts and furnaces possible
- Not required, but do when possible

122

ERR Enhancements

HHD refuses ERR Inspections - *Manual* (ERR, pg. 12)

ERR Completion Certificates

All replacements and repair work over $1,000 completed with ERR funds must have a *Completion Certificate* (part of *Appendix 8A - ERR Forms*) signed by the contractor and household stating that the specified work has been completed and the client is satisfied with the work. The household also agrees to allow work to be inspected and may be required to pay for work completed if inspection is not permitted. The *Completion Certificate* must be signed and dated by the homeowner and the heating contractor. The *Completion Certificate* must include the model and serial numbers of replacements and test date and results of the contractor gas pressure tests. For furnace installations or oil retrofits, the Service Provider's inspector must also sign, if inspected.

123

ERR Enhancements

HHD refuses ERR Inspections

ERR Completion Certificate

Homeowner:
I certify that the contractor has delivered the materials and completed the work listed on the work order.
I agree to allow work to be inspected. If inspection is not permitted, I may be required to pay for work completed.
The EAP Service Provider may pay the contractor on my behalf.

Signature of Homeowner Date

124

ERR Enhancements

Itemized invoices required in household file

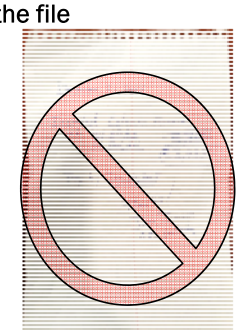
- Shows costs for **labor, major parts**, and **new equipment** (furnace or boiler)
- Invoice must be itemized if an itemized proposal or bid from the heating contractor is not in the household file
  - Please attach the bid to invoice if used for this requirement
- For repairs:
  - **labor** (rate x hours) and **major parts** (quantity and price)
- For replacements:
  - **labor** (rate x hours) and **major parts** (quantity and price)
  - **new equipment** (furnace or boiler) make, model and price

125

ERR Enhancements

Itemized invoices required in the file

OR



126

ERR Enhancements

Mailing Labels

- Added ERR Export Label option to 'Search by ERR Event'

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Q&A

Ken Benson

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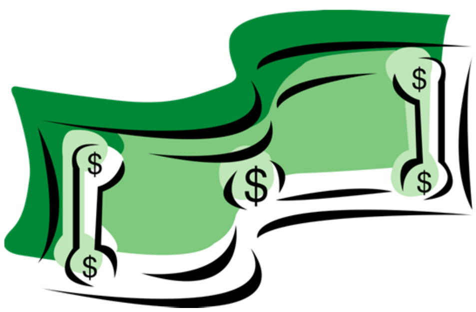
FSR Review and Approval

Alex Larson



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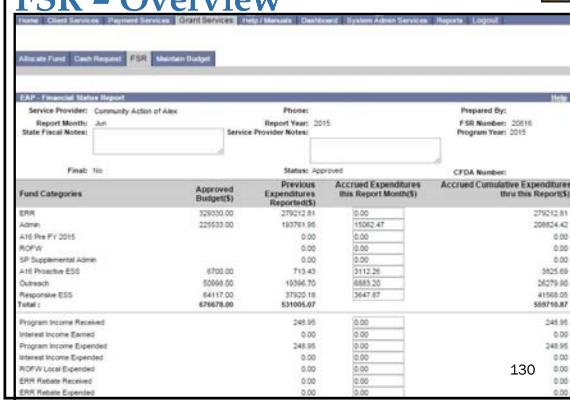
FSR – Overview



Home | Client Services | Payment Services | Grant Services | Help / Manuals | Dashboard | System Admin Services | Reports | Logout

Allocate Fund | Cash Request | FSR | Maintain Budget

EAP - Financial Status Report

Service Provider: Community Action of Alex
Phone:
Prepared By:
Report Month: Jun
Report Year: 2015
FSR Number: 20816
State Fiscal Notes:
Service Provider Notes:
Program Year: 2015
Final: No
Status: Approved
CFDA Number:

Fund Categories	Approved Budget($)	Previous Expenditures Reported($)	Accrued Expenditures this Report Month($)	Accrued Cumulative Expenditures thru this Report($)
ERR	329330.00	279212.81	0.00	279212.81
Admin	225533.00	193761.95	15062.47	208824.42
A16 Pre FY 2015		0.00	0.00	0.00
ROFW		0.00	0.00	0.00
SP Supplemental Admin		0.00	0.00	0.00
A16 Proactive ESS	6700.00	713.43	3112.26	3825.69
Outreach	50998.00	19396.70	6883.20	26279.90
Responsive ESS	64117.00	37920.18	3647.87	41568.05
Total :	676678.00	531005.07		559710.87
Program Income Received		248.95	0.00	248.95
Interest Income Earned		0.00	0.00	0.00
Program Income Expended		248.95	0.00	248.95
Interest Income Expended		0.00	0.00	0.00
ROFW Local Expended		0.00	0.00	0.00
ERR Rebate Received		0.00	0.00	0.00
ERR Rebate Expended		0.00	0.00	0.00

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Financial Status Report Review

- Financial Status Reports (FSRs) are due by the 15th each month
- End of year closeout FSR due by Oct 30, 2015
- Financial management is tasked with reviewing FSRs submitted by EAP and Weatherization subgrantees
- What are we looking at?

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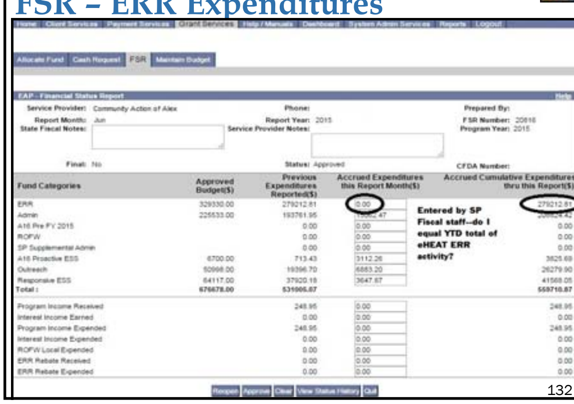
FSR – ERR Expenditures



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SP Supplemental Admin		0.00	0.00	0.00
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Program Income Expended		248.95	0.00	248.95
Interest Income Expended		0.00	0.00	0.00
ROFW Local Expended		0.00	0.00	0.00
ERR Rebate Received		0.00	0.00	0.00
ERR Rebate Expended		0.00	0.00	0.00

Entered by SP Fiscal staff--do I equal YTD total of eHEAT ERR activity?

Reopen | Approve | Clear | View Status History | Quit

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FSR – ERR Expenditures

- FSRs are submitted on a cash basis
- Important that SP program and fiscal staff coordinate to ensure proper date entry into eHEAT
- Payment date in eHEAT should match date check was issued by SP fiscal department
- Best practice is to use eHEAT transactionally

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FSR – Within Budget Limits?

Allocate Fund | Cash Request | FSR | Maintain Budget

EAP - Financial Status Report — Help

Service Provider: Community Action of Alex
Phone:
Prepared By:
Report Month: Jun
Report Year: 2015
FSR Number: 20816
State Fiscal Notes:
Service Provider Notes:
Program Year: 2015
Final: No
Status: Approved
CFDA Number:

Fund Categories	Approved Budget($)	Previous Expenditures Reported($)	Accrued Expenditures this Report Month($)	Accrued Cumulative Expenditures thru this Report($)
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Admin	225533.00	193761.95	15062.47	208824.42
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SP Supplemental Admin		0.00	0.00	0.00
A16 Proactive ESS	6700.00	713.43	3112.26	3825.69
Outreach	50998.00	19396.70	6883.20	26279.90
Responsive ESS	64117.00	37920.18	3647.87	41568.05
Total :	676678.00	531005.07		559710.87

Do any budget categories exceed the approved budget?

134

FSR – SP Cash Position

Fund Categories	Approved Budget($)	Previous Expenditures Reported($)	Accrued Expenditures this Report Month($)	Accrued Cumulative Expenditures thru this Report($)
ERR	329330.00	279212.81	0.00	279212.81
Admin	225533.00	193761.95	15062.47	208824.42
A16 Pre FY 2015		0.00	0.00	0.00
ROFW		0.00	0.00	0.00
SP Supplemental Admin		0.00	0.00	0.00
A16 Proactive ESS	6700.00	713.43	3112.26	3825.69
Outreach	50998.00	19396.70	6883.20	26279.90
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Program Income Expended		248.95	0.00	248.95
Interest Income Expended		0.00	0.00	0.00
ROFW Local Expended		0.00	0.00	0.00
ERR Rebate Received		0.00	0.00	0.00
ERR Rebate Expended		0.00	0.00	0.00

Does the amount of cash requested YTD by the SP significantly exceed expenditures YTD?

Reopen | Approve | Clear | View Status History | Quit

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Financial Status Report Review

- Commerce fiscal will reach out to SP fiscal staff with questions or to request corrections
- Here to help—reach out!

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Q&A

Ken Benson

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Weatherization Assistance

Michelle Gransee

Jodi Bellefeuille

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MINNESOTA DEPARTMENT OF COMMERCE

Michelle Gransee & Jodi Bellefeuille
MN Weatherization Assistance Program
PY15 WAP Policy Highlights

The Changing Face of WAP

- Service Providers Territory Expansions
  - CAPRW
  - Inter County Community Council
  - SRC
  - Dakota
- Staff Changes
- Federal Guidance
  - Quality Work Plan
  - Standard Work Specifications
  - OMB, WPN, and Memos

US Department of Energy New Requirements

DOE Quality Work Plan (QWP)

- Changes to Service Provider operations and program implementation
- Standard Work Specifications (SWS)
  - New standards for installed measures
  - Implemented nationwide, states have some ability to customize
- Worker Designations
  - Quality Control Inspector (QCI)
    - Certification required as of July 1, 2015
  - Anticipate future certifications for Energy Auditors, Crew Leaders, and Retrofit Installers

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Quality Control Inspection

A Quality Control Inspection (QCI) verifies that all aspects of the Audit Event have been satisfactorily completed

- Includes site visit, file review and client education
- The QCI must take place after work has been completed and before payment is issued
- Cannot be conducted by energy auditor or anyone who has installed work
- Certified through the Building Performance Institute (BPI)

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FFY15 EAPWX State Plan

- New: EAPWX funds may be used for all measures included on the MN WAP Allowable Measures Chart
  - Includes baseloads
  - Fully aligns DOE and EAPWX funds for audit events
- New: All dwellings must be inspected and monitored in accordance with DOE's Standard Work Specifications

Standalone Event

- Funded by EAPWX and/or Propane
- Focus exclusively on heating system and water heater repair and replacement measures
- NEW: Allowable Measures Chart for Standalones in Appendix C
- NEW: All standalone work will be done to the SWS
- Eligible Dwellings: no Changes
  - Rental dwellings = $2,000 limit
  - Owner occupied = no limit

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Day One Slides

Standalone Event

- Emergency Standalone: a situation where a dwelling has a no-heat event during the winter season or a heating system or water heater is causing a life-threatening situation such as high carbon monoxide levels in the flue gas.
- Non-emergency Standalone: a situation where full weatherization services cannot be provided and the dwelling does not have a no-heat or life-threatening situation.

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Emergency Standalone Event

- If there is a life-threatening situation, EAPWX funds are available and LIHEAP's ERR funds are not available; EAPWX funds must be used
- A Service Provider must take immediate action to restore households in no-heat/life-threatening conditions to safe situations
- Service Providers must have in place a mechanical procurement process that ensures fair contractor competition while allowing for prompt services

146

Vermiculite

- Service Providers have reported high rates of deferrals ("walk-aways") due to vermiculite
- Vermiculite insulation is presumed to contain asbestos unless testing shows otherwise
- PY15: SPs must decide how to approach
  - Deferral of homes containing vermiculite is allowed
  - SPs must decide how to approach to vermiculite
  - MDH only regulates vermiculite 1% or greater
    - Therefore MDH has revised its policy with an approved method of testing, Three samples per attic.

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WAP Monitoring approach

- Training & Technical Assistance
  - In Process Jobs
  - Tier 1 Training
  - Tier 2 Training
  - Dedicated staff
- Desk Monitoring
- Compliance Monitoring
  - Monitor to SWS, OMB, DOE, and other guidance
  - Refers to Training
  - Dedicated staff

Increased Statewide Coordination

- Internal coordination
  - EAP – WAP meetings
  - Participation in Low-Income CIP Study
  - Sharing of training (e.g. ERR – Ivan)
  - Joint review of internal controls
- Coordination between agencies
  - Monitoring/Audit reports
  - At-Risk Meetings

QUESTIONS?

Michelle Gransee & Jodi Bellefeuille

MN Weatherization Assistance Program

Weatherization.commerce@state.mn.us

Q&A
Ken Benson

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Crisis
Shamiere Bridgeford

152

Crisis – Chapter 7
Topics
- Paying Arrearages with Crisis
- Crisis Payment Timelines
- Crisis eHEAT Tools
- Standard Delivery Amount Clarification

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Paying Arrearages with Crisis
Clarification: Allowable Expenditures for Crisis
- Arrearage and/or current bill
- Delivered fuels or emergency bill
- Energy-related fees (e.g. pressure tests, leak seek, line bleeding, tank setting/locking etc.)
- Removal of load limiters

NOTE: Paying arrearages and/or the current bill is a fundamental part of processing Crisis benefits. When the above allowable expenditures apply to the HH situation, inclusion in the Crisis benefit calculation is REQUIRED.

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Paying Arrearages with Crisis
Examples of Paying Arrearages with Crisis Benefit
- Available crisis benefit after paying arrearage is adequate for delivery.
- If remaining crisis benefit is inadequate for delivery, it can be combined with household funds or other resources that will result in a delivery.
- When these resources have been obtained, the Crisis payment can be made.

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Crisis Payment Timeliness

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Crisis Payment Timeliness - Change

Background

- Variances in interpretation of “timely” payments
- Lack of clear expectations in the policy manual
- LIHEAP Statute

Expectation

- Ensure HH emergencies are addressed timely
- Ensure additional HH risks are avoided (e.g. fees, interest, shutoff)

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Crisis Payment Timeliness

How do we accomplish?

- Clear, auditable standards to assure compliance to LIHEAP
- Only way with current eHEAT environment is by payment activity

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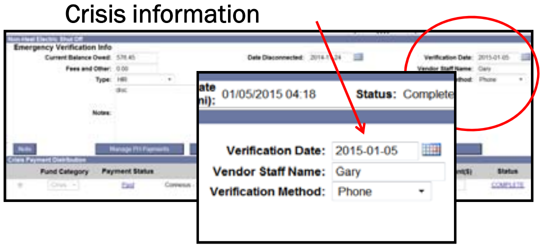
Crisis Payment Timeliness

Expectations – payable within 7 calendar days

- Connected Utilities:
  - Within 7 days from the date of **verification of Crisis information**

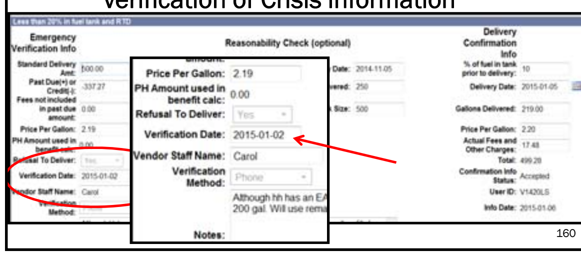


159

Crisis Payment Timeliness

Expectations – payable within 7 calendar days

- Delivered Fuels – Pre-delivery payment:
  - Within 7 days from the date of **verification of Crisis information**



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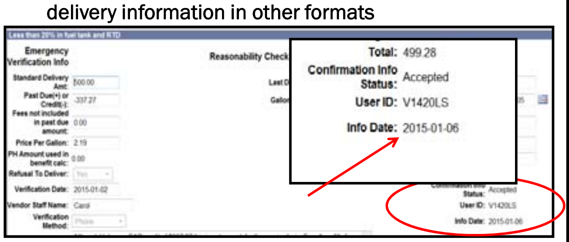
Crisis Payment Timeliness

Expectations – payable within 7 days

- Delivered Fuels – Post-delivery payment:
  - Within 7 days from the date of **accepted post-delivery confirmation** information in eHEAT or receipt of **post-delivery information in other formats**



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Q&A

Ken Benson

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Day One Slides

MINNESOTA DEPARTMENT OF COMMERCE

Crisis eHEAT Tools & SDA

Shamiere Bridgeford

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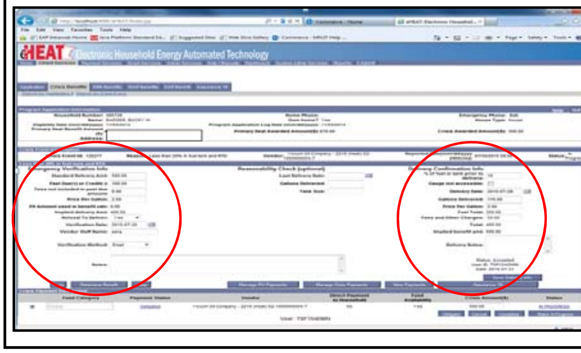
Crisis eHEAT New Tools

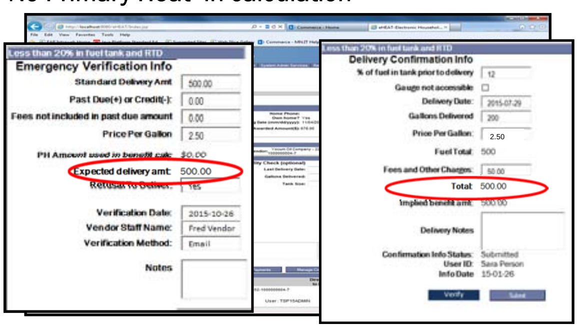
'Less than 20% in fuel tank & RTD' screen



Crisis eHEAT New Tools

eHEAT Less than 20% in fuel tank & RTD screen

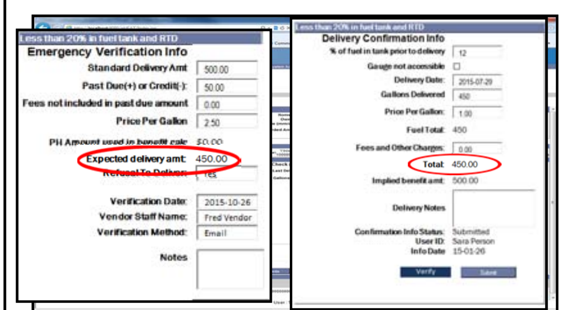
No Primary Heat in calculation



Crisis eHEAT New Tools

eHEAT Less than 20% in fuel tank & RTD screen

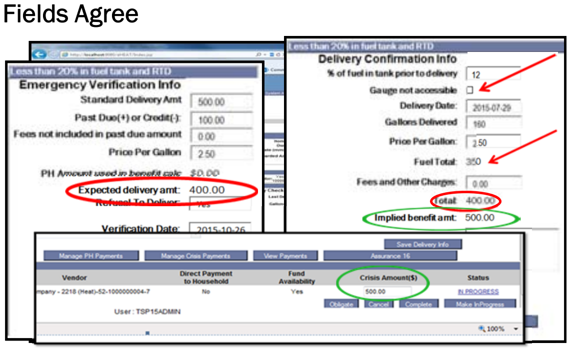
With Past Due



Crisis eHEAT New Tools

Example: Expected Delivery Amount & Total (actual delivery)

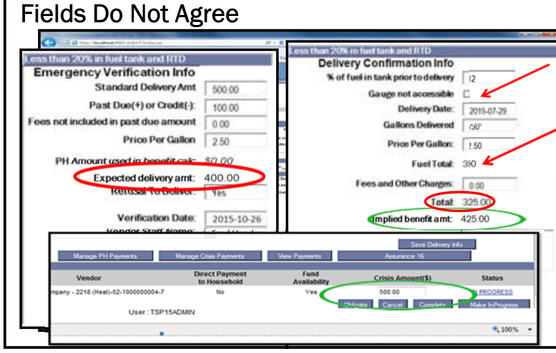
Fields Agree



Crisis eHEAT New Tools

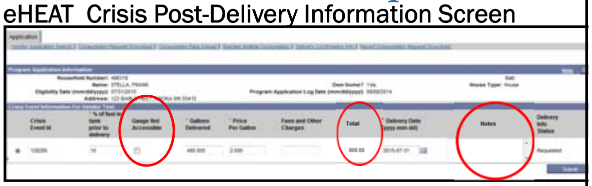
Example: Expected Delivery Amount and Total (actual delivery)

Fields Do Not Agree



Turn-Around Document: **Day One Slides**

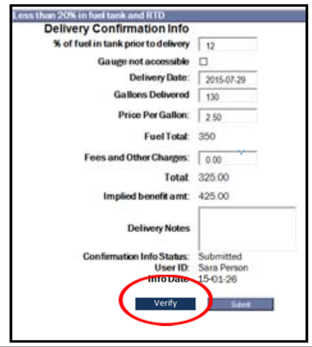
Crisis eHEAT Screen Updates
eHEAT Crisis Post-Delivery Information Screen



Changes (Fields also are on the "Delivery Confirmation Info" on Crisis screen)
- "Gauge Not Accessible" – New field allows vendor to check it when gauge is not accessible. If % of fuel in tank field is empty, this box tells you if there is an reason or vendor oversight
- "Total" – eHEAT calculated. Helps vendor check if info is correct
- "Notes" – Vendor & SP inputs to exchange communication

Crisis eHEAT Screen Updates
eHEAT Crisis Post-Delivery Information Screen

'Verify' Button
- Only appears after vendor submits delivery info
- An option to request a vendor to update delivery info without a phone call
- When SP clicks 'Verify' button the status changes back to "Requested"



Standard Delivery Amount (SDA)

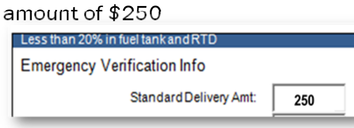
Standard Delivery Amount (SDA)
Clarification
During FFY15, clarifying guidance about Standard Delivery Amount was issued in an *Energizer*. The following slides are a review of the guidance with the current FFY16 screen.

There have been no changes in policy.

Reasons for Adjusting SDA Down
Clarification: Adjusting SDA down
The default $500 SDA should always be used for determining the Crisis benefit.

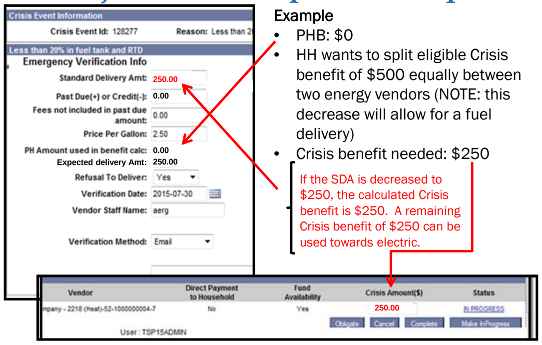
Exception reasons for adjusting the SDA down are when:
- Household requests less than their eligible crisis benefit
- Expected fuel delivery does not fit in the tank
- Crisis benefit is only paying the account arrearage because there are not enough resources (Crisis benefit and HH resources) to get a fuel delivery

SDA Adjusted Down per HH Request
Example: HH wants to split eligible Crisis benefit of $500 equally between two energy vendors (NOTE: this decrease will allow for a fuel delivery)
- Adjust the SDA from the default $500 to the revised amount of $250



OR
- Process other emergency first and use the remaining benefit for the Delivered Fuel vendor

SDA Adjusted Down per HH Request



Example

- PHB: $0
- HH wants to split eligible Crisis benefit of $500 equally between two energy vendors (NOTE: this decrease will allow for a fuel delivery)
- Crisis benefit needed: $250

If the SDA is decreased to $250, the calculated Crisis benefit is $250. A remaining Crisis benefit of $250 can be used towards electric.

Reason for Adjusting SDA Up

Clarification: Adjusting SDA up

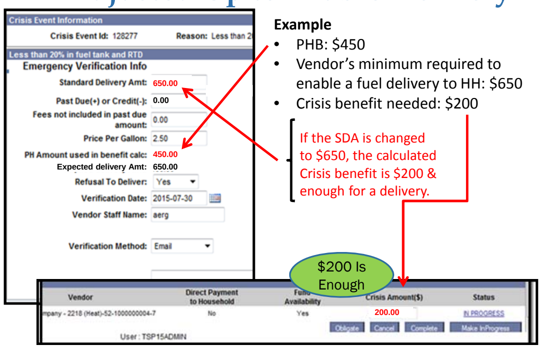
The default $500 SDA should always be used for determining the Crisis benefit.

The only exception reason for <u>adjusting the SDA up</u> is when:

- The energy vendor's minimum delivery is larger than the default SDA of $500 and PH is being used as part of the Crisis benefit calculation (the situation is unlikely when fuel costs are normal to low)

NOTE: SPs must ensure that the calculation will not create a credit on the household's energy vendor account.

SDA Adjusted Up to Enable Delivery

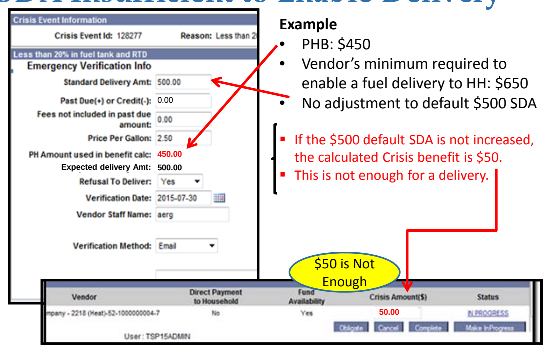


Example

- PHB: $450
- Vendor's minimum required to enable a fuel delivery to HH: $650
- Crisis benefit needed: $200

If the SDA is changed to $650, the calculated Crisis benefit is $200 & enough for a delivery.

SDA Insufficient to Enable Delivery



Example

- PHB: $450
- Vendor's minimum required to enable a fuel delivery to HH: $650
- No adjustment to default $500 SDA

- If the $500 default SDA is not increased, the calculated Crisis benefit is $50.
- This is not enough for a delivery.

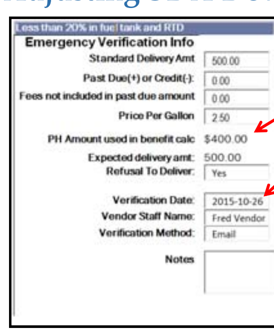
Standard Delivery Amount (SDA)

Clarification: Adjusting SDA post-delivery

When the Crisis payment is made post-delivery, the SDA may need to be modified to match the actual fuel delivery.

- Original crisis benefit amount could not fit in tank

Adjusting SDA Down - Factors



When adjusting verification info after a delivery, these factors remain unchanged:

- Primary Heat amount is stored and reused.
- 7 day verification rules do not stop recalculation if Post Delivery Info is 'Accepted'

Day One Slides

Adjusting Benefit

To Adjust Benefit

Expected delivery amount was $500, but only $450 fit into the tank

- Make Standard Delivery Amount $450
- Click 'Determine Benefit'
- A new benefit for $50 is obligated
- Expected Delivery Amount will recalculate based on the changed inputs.

Terms

Expected Delivery Amount –Expected cost of a delivery based on SDA, PHB in Calc., past due/credits and fees

Implied Benefit Amount – The expected Crisis benefit based on actual delivery costs, SDA, PHB in Calc, past due/credits and fees

Standard Delivery Amount (SDA) – $500 unless adjusted for a valid exception

Crisis Amount($) – Amount of the Crisis benefit for the Crisis Event based on factors when the benefit is determined

Q&A

Ken Benson

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Eligibility

Doug Burns

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Topics

- Definition of Adult
- HHD Definition
- Economic Unit
- Subdivided
- Ineligible non-citizen
- Subsidized Housing

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Definition of Adult

An adult is a person 18 years of age or older; or

An emancipated minor is a person:

- Under the age of 18 who is or was married,
- Is on active duty in the uniformed services, or
- Has been declared emancipated by a court

An adult or emancipated minor living in the HH must sign the application

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Household Definition

LIHEAP Statute

The term "household" means any individual or group of individuals who:

- Are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent

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Household Definition

A HH includes all individuals who:

- Are one economic unit;
- Occupy a residence, which has not been subdivided;
- Are provided residential energy in common or who make undesignated energy payments in rent; and
- Do not live in an institution

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Economic Unit

An economic unit is a group of related or nonrelated individuals who:

- Are living together; and
- Whose income and/or consumption of goods and services are related

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Economic Unit (cont.)

Example:

Individuals who share a lease and pay one rent are one economic unit because their consumption of housing is related

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Subdivided Residence

A subdivided residence includes any building where:

- Occupant(s) in one unit do not live with other occupant(s); and
- Each unit has direct access:
  - From the outside only; or
  - Through a common hall, lobby, or vestibule that is not part of any unit; and
  - Is clearly separate from all units in the structure

and

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Subdivided Residence (cont.)

- Individual units are either directly billed by an energy vendor for their home energy costs; or
- Heat and electricity are included in rent

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Subdivided Residence - Examples

Subdivided:

- Rental of basement or upper level of home with direct outside access only for the renter's use, and
- No access to the rest of the house

Not subdivided:

- Rental of a bedroom and attached bathroom; and
- The renter must pass through the homeowner's living space to reach the rented bedroom

Exception to Non-subdivided residence to include as a separate HH

- A person who rents a room(s) (e.g., rents basement)
- **Does not share living area** (i.e., neither kitchen, bathroom, nor living room); and

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Exception to Non-subdivided residence to include as a separate HH (cont.)

- Does not share other dwelling or HH costs is not a member of another HH

Note: Examples of other dwelling or HH costs are food, shelter, heat and utilities.

This renter may apply as a separate HH **even if they do not otherwise meet the strict definition of a subdivided unit.**

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Household Checklist

All green area must be yes to be one household

Household definition	Description	Meets HH Definition Yes	No
Economic Unit	Live together; income - consumption related	X	
Residence is not subdivided	Do not live together Separate entry	X	
Residential energy in common or make undesignated energy payments in rent	Energy used/paid in common or included in rent	X	
Do not live in an institution	Not in nursing home, prison	X	
Roomer	Rents a room - Does not share living area or dwelling costs		X

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- Individual leases a private room
- Heat and electric included in rent
- Individual is only responsible for their own rent
- Common shared hallway
- All units share bathrooms and kitchen

Household definition	Description	Meets HH Definition Yes	No
Economic Unit			X
Residence is not subdivided			X
Residential energy in common or make undesignated energy payments in rent		X	
Do not live in an institution		X	
Roomer			

Are all occupants in the *building* one HH? No

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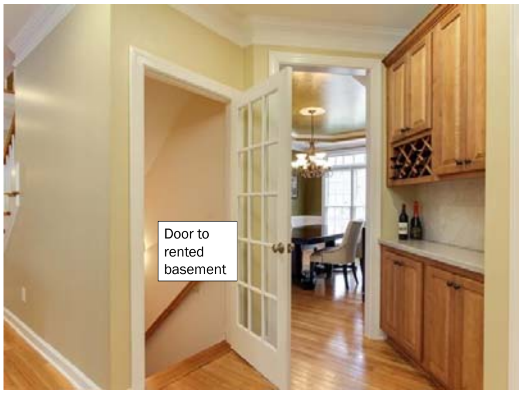
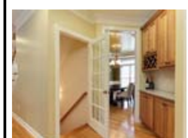


199

- Heat and electric in rent
- Individual pays rent through rental agreement
- Individual lives in rented basement
- Access to basement is through another unit
- No other shared common space

Household definition	Description	Meets HH Definition Yes	No
Economic Unit			
Residence is not subdivided			
Residential energy in common or make undesignated energy payments in rent			
Do not live in an institution			
Roomer			X



Are all occupants in the *building* one HH? No

200

201

- Common shared entryway
- Do not live with others
- Own lease

Household definition	Description	Meets HH Definition Yes	No
Economic Unit			X
Residence is not subdivided			X
Residential energy in common or make undesignated energy payments in rent		X	
Do not live in an institution		X	
Roomer			

Are all occupants in the building one HH? No

202

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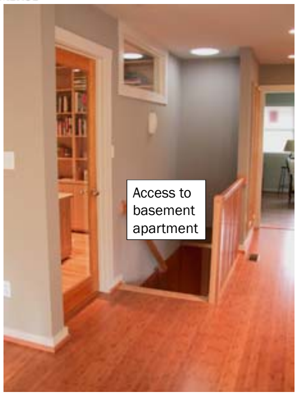
- Individual in apt. pays rent and has a separate lease
- Pays own heat. Pays own electric bill
- Access to apartment is through a vestibule with access to another unit

Household definition	Description	Meets HH Definition Yes	No
Economic Unit			X
Residence is not subdivided		X	
Residential energy in common or make undesignated energy payments in rent			X
Do not live in an institution		X	
Roomer			

Are all occupants in the building one HH? No

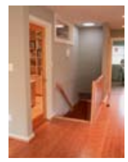
204



205

- Individual leases the basement
- Heat and electric included in rent
- Individual shares the kitchen upstairs
- Assess to basement is through another unit

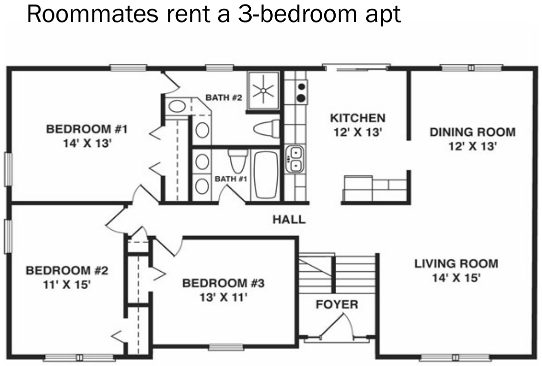
Household definition	Description	Meets HH Definition Yes	No
Economic Unit		X	
Residence is not subdivided		X	
Residential energy in common or make undesignated energy payments in rent		X	
Do not live in an institution		X	
Roomer			



Are all occupants in the building one HH? Yes

206

Roommates rent a 3-bedroom apt



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Roommates

- Individuals have their own bedroom and are all listed on the lease
- Heat and electric included in rent
- Shared living area with other occupants
- Individuals may or may not know each other

Household definition	Description	Meets HH Definition Yes	No
Economic Unit		X	
Residence is not subdivided		X	
Residential energy in common or make undesignated energy payments in rent		X	
Do not live in an institution		X	
Roomer			

Are all occupants in the building one HH? Yes

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Ineligible non-citizen (Chapter 5)

Ensure LIHEAP-eligible non-citizens and citizens, including children residing with ineligible non-citizens, are not discouraged, delayed or denied enrollment or faced with additional access barriers by EAP procedures

209

Ineligible non-citizen (Chapter 5)

If an ineligible non-citizen is a HH member, their income is counted but they are not counted as a HH member. (See U.S. HHS Information Memorandum (IM) LIHEAP-IM-2014-07)

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Ineligible non-citizen

Examples

- Foreign students
- Tourists
- People who are undocumented
- People who overstayed their visa

Note: They may have a valid SSN or an I-94 form

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Eligible non-citizen

Also defined as "Qualified Aliens" - Examples:

- Legal Permanent Residents
- Asylees
- Refugees
- Aliens:
  - Granted conditional entry (prior to Apr 1, 1980)
  - Battered spouses
  - Battered children
  - Victims of a severe form of trafficking

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Ineligible non-citizen (continued)

- If, without any prompting or investigating, a SP learns a HH includes ineligible non-citizens, the SP should follow the outlined procedures

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Ineligible non-citizen (continued)

Do not ask, prompt or investigate the citizen or non-citizen status of household members

- If, without any prompting or investigating, a SP learns a HH includes ineligible non-citizens, the SP should follow outlined procedures

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Ineligible non-citizen (continued)

SP should not assume a person's program eligibility status or solicit information

- Some ways this unsolicited information may become known is if the HH verbally or in writing indicates they are an ineligible non-citizen
- SP cannot ignored known information about the status of individual HH member

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Ineligible non-citizen (continued)

Example of HHs that include ineligible non-citizens and the respective procedures:

- At least one adult is an eligible person in a HH with other eligible or ineligible non-citizens
- All adults are ineligible non-citizens that reside with one or more eligible children
- A HH is only comprised of ineligible persons

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Ineligible non-citizen (continued)

At least one adult is an eligible person in a HH with other eligible or ineligible non-citizens

- If, without any prompting or investigating, it is determined ineligible non-citizens are part of the HH make-up, ensure primary applicant is an eligible person
- Ineligible non-citizen HH members should be marked as "inactive" in eHEAT so they are not counted in the HH member size
- The 3-month income is calculated from all sources (both eligible and ineligible non-citizens) and recorded in eHEAT in the 'Total HH Income'
- Make notes in eHEAT of the ineligible non-citizen status

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Ineligible non-citizen (continued)

All adults are ineligible non-citizens that reside with one or more eligible children

- If, without any prompting or investigating, it is determined all adults are ineligible non-citizens, the app should be signed by an adult applicant on behalf of the eligible child(ren)
- Ineligible non-citizen HH members should be marked as "inactive" in eHEAT so they are not counted in HH member size
- The 3-month income is calculated from all sources (both eligible and ineligible non-citizens) and recorded in eHEAT in the 'Total HH Income'
- Notations in eHEAT should be made of the ineligible non-citizen status

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Ineligible non-citizen (continued)

A HH is only comprised of ineligible non-citizens

- If, without any prompting or investigating, it is determined there are no eligible HH members, the application is denied
- Use "Insufficient Information" eHEAT denial reason
- Use the "Insufficient Information" letter. This may prompt the HH to contact the SP, providing an opportunity for additional clarity on the denial basis
- Notations in eHEAT should be made of the ineligible non-citizen status

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Subsidized Housing

For EAP purposes subsidized housing is housing for which a HH receives one of the governmental subsidies listed below and the amount of rent paid is based on a percent of the HH's income, not on the market rate:

- Section 8 voucher
- Project-based Section 8
- Public housing
- Tribal subsidized housing

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Subsidized Housing (cont.)

Primary Heat Benefits to HHs in subsidized housing is based on how their energy costs are paid, as follows:

- HHs responsible for their heating costs are eligible for grants based on their consumption
- HHs responsible for only non-heat electric costs are eligible for a flat grant of $100 that is paid directly to their electric energy vendor
- HHs who pay neither heat nor electric costs to an energy vendor are not eligible to receive an EAP benefit

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Q&A

Ken Benson

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Eligibility and Income

Doug Burns

Eligibility and Income

- Rental Income and Self-Employment
- MFIP $110 Housing Grant
- Agent Orange Settlement
- Social Security or Unemployment Overpayment

Self-Employment & Rental Income

Rental Income – new allowable documentation

Rental income is self-employment income. Rental income documentation can include:

- IRS Form 1040 or should be given a
- Appendix 5C - *Self-Employment Income Cash Accounting* Method
- Rental receipts, cancelled checks, or rental agreements showing the monthly rental amount

Note: Advise HH that deducting their expenses may positively affect their eligibility and benefit amount

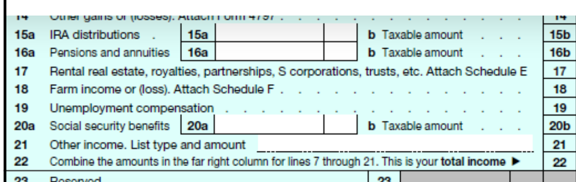
IRS 1040 – Line 21 – SE or Rental

For self-employment or rental income a household normally sends an IRS 1040.

The household:

- Will check self-employment or rental income on the application
- May have self-employment or rental income without reporting income on IRS 1040 lines 12, 14, 17 or 18
- May report income on line 21

IRS 1040 – Line 21 – SE or Rental



14	Other gains or (losses). Attach Form 4797			14
15a	IRA distributions	15a	b Taxable amount	15b
16a	Pensions and annuities	16a	b Taxable amount	16b
17	Rental real estate, royalties, partnerships, S corporations, trusts, etc. Attach Schedule E			17
18	Farm income or (loss). Attach Schedule F			18
19	Unemployment compensation			19
20a	Social security benefits	20a	b Taxable amount	20b
21	Other income. List type and amount			21
22	Combine the amounts in the far right column for lines 7 through 21. This is your **total income** ▶			22
23	Reserved	23		

IRS 1040 – Line 21 – SE or Rental

Line 21 is used to report:

- Any taxable income not reported elsewhere on the return or other schedules
- Income from the rental of personal property if an individual engaged in the rental for profit but was not in the business of renting such property
- Income from an activity not engaged in for profit

Make notes to describe EAP countable income from Line 21

IRS 1040 – Line 21

Examples of EAP countable income in line 21 are:

- Self-employment income
- Payments for childcare
- Cash earned from side jobs
- Rental of personal property

Note: The household member must be continuing the income-producing activity

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IRS 1040 – Line 21

Examples non-EAP income in line 21 are:

- Jury Duty
- Cancellation of debt
- Health Savings Account distributions
- Gambling winnings
- Barter exchanges of goods or services
- Awards, prizes, contest winnings

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MFIP Housing Assistance Grant

Many MFIP households are starting to receive a $110 MFIP Housing Assistance Grant each month beginning July 1, 2015.

- It is a cash grant listed as a separate line item
- The assistance is not base on housing

Here is the link to a DHS bulletin http://www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_194994.pdf

Count as EAP income

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Agent Orange

By law, the following cannot be considered income or an asset:

- Payments made from the Agent Orange Settlement Fund or any other fund established pursuant to a settlement in the Agent Orange product liability litigation.

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Social Security or UI Overpayment

When a household member has a SS or UI overpayment, it means these benefits were previously overpaid to a household member

Current benefit amounts available to the household are reduced to pay back the overpayment

233

Social Security or UI Overpayment

UI Overpayment Example:

Benefit	Withheld distribution	Amount received
$300	$100	$200

Countable EAP Income $300

- Same as child support not reducing EAP countable income
  - Amount payable by the HH member

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Day One Slides

Q&A

Ken Benson

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WI Home Energy Assistance

Kenna Arvold

Lead Administrative Review Monitor

Jeff Heino

Administrative Review Monitor

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Wisconsin Home Energy Assistance Program (WHEAP)

- Kenna Arvold, Lead Administrative Review Monitor
- Jeff Heino, Administrative Review Monitor

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Overview

- WHEAP Program Structure and Funding
- WHEAP Payments and Services
- Administrative Review Components
- Wisconsin Summer Fill Program

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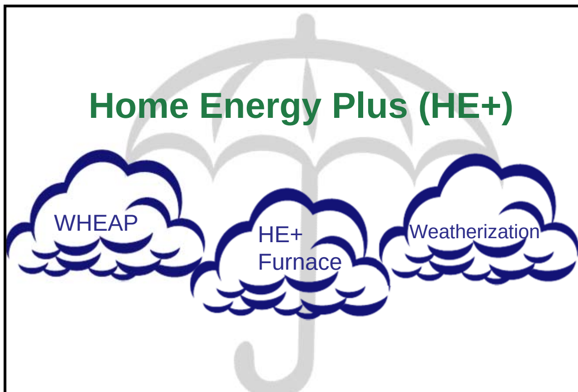
Home Energy Plus (HE+)



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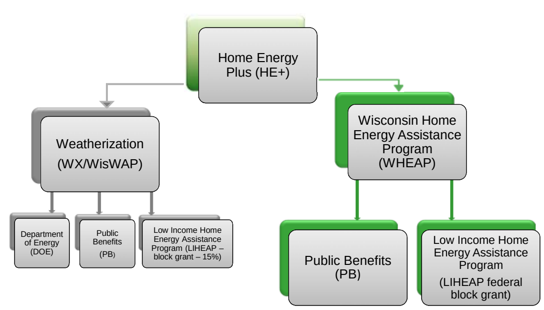
Home Energy Plus Program Funding



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Day One Slides

MINNESOTA DEPARTMENT OF COMMERCE

WHEAP Program Delivery

- Contract with 72 counties and 7 tribes
- 31 counties currently subcontract with private non-profit or other government agencies

http://www.homeenergyplus.wi.gov/

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WHEAP Program Dates

- Heating Season
  - October 1 through May 15
    - Regular Benefits
    - Emergency Crisis Assistance
    - Emergency Furnace Activities

- Program Year
  - October 1 through September 30
    - Pro-Active Crisis Assistance
    - Eligibility
    - Non-emergency Furnace Activities

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WHEAP Introduction

- LIHEAP vs. PB funding sources
- WHEAP Benefits
  - Regular Benefits
  - Crisis Assistance Benefits
  - Furnace Service

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WHEAP Financial Eligibility – FFY 15

60% State Median Income (SMI)

Household Size	3 Month Combined Household Income
1	$6,288
2	$8,223
3	$10,157
4	$12,092
5	$14,027
6	$15,961
7	$16,324
8	$16,687

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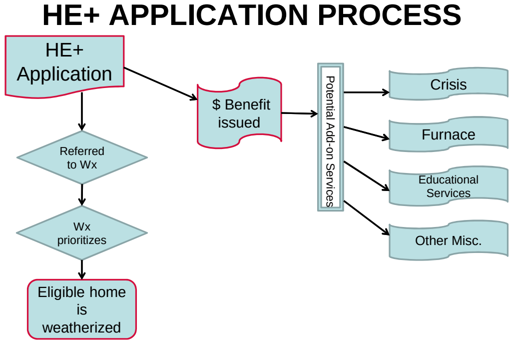
HE+ APPLICATION PROCESS



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WHEAP Payments & Services

- Regular Benefits
- Crisis Benefits
- Furnace Service

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WHEAP Payments & Services

Regular Benefits

- One-time per heating season
  - Heat (LIHEAP) and/or non-heating electric (PB)
- Most benefit checks are paid directly to energy provider
- Can be paid directly to customer

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WHEAP Payments & Services

Crisis Benefits

- Agency discretion how many times, how much
- Can only be paid directly to energy provider
- Two Types of Payments –Emergency and Proactive

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WHEAP Payments & Services

Crisis Benefits Continued-

- Must meet eligibility guidelines
  - Direct pay with participating vendor
  - Paid $25 in the previous three (3) months on their heat or electric bill
  - Contribution cannot come from another assistance program (KWWF, Salvation Army, Catholic Charity, etc.)
  - Have received less than $1,200 in total Crisis Assistance during the program year (October 1 to September 30)

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HE+ Furnace Program

- Heating units replaced or repaired
  - Improve energy efficiency
  - Health and safety
- Eligibility requirements:
  - Non-working heating unit
  - Own their own home (some renters may be eligible in certain situations)
  - Must be an eligible structure

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Home Energy Plus Co-Branding

- Co-marketing initiative
- Cooperation between Weatherization and WHEAP agencies

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WHEAP Payments and Services

YEAR 2015

County/Tribe — State Of Wisconsin

	Count	Expenditures	Average Benefit
Total Households Applied for Energy Assistance	234,914		FISCAL
Total Households Paid Energy Assistance	216,390	$90,986,028	
Total Households Paid LIHEAP Funded Benefits	209,178	$55,706,758	$266
Total Households Paid Public Benefit Funded Benefits	209,606	$35,279,270	$168
Total Households Paid Crisis Assistance	37,328	$11,378,269	
Total Households Paid LIHEAP Funded Crisis Applications	30,678	$8,877,479	$289
Total Households Paid Public Benefit Funded Crisis Applications	12,111	$2,500,790	$206
Total Households Receiving Non Payment Additional Services	12,740	$0	$0
Total Households Paid Non-WHEAP Additional Services	2,133	$619,493	$290
Total Heating Unit Repairs Paid	1,894	$583,108	$308
Total Heating Unit Replacements Paid	1,950	$5,929,678	$3,041
Total Heating Unit Paid Assessment Only	105	$12,527	$119
Total Heating Unit Activity Paid	3,949	$6,525,313	

Average Heat Benefit
Average Electric Benefit

Average Heat Crisis Benefit
Average Electric Crisis Benefit

Average Furnace Repair Benefit
Average Furnace Replacement Benefit

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Administrative Review Components

- Administrative Review (AR):
On-site agency quality assurance review
- Desktop Monitoring (DTM):
Quality assurance review of general case files
- Vendor Desktop Monitoring (VDTM):
Quality Assurance review of WHEAP vendors

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Administrative Review (AR)

- Approximately every 2-3 years
  - Exceptions: High risk DTM evaluation
- Division staff contacts county or tribe to schedule review
- The purpose of the review is to ensure compliance with all relevant state and federal regulations, identify and report "best practices" challenges, concerns and to assure quality delivery in every prograr
- The GOAL – To set agencies up foı

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Desktop Monitoring (DTM)

- A brief overall assessment of program/agency functionality at a fixed point in time
- Conducted at DEHCR
- A leaner version of the on-site AR process
- A means of establishing a priority list for on-site reviews
- It is NOT a replacement for the on-site AR process
  - All agencies will still undergo an on-site review

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Desktop Monitoring (DTM)

What do we look at in a DTM?

- Contract compliance
  - Are agency plans submitted in a timely manner?
- Allocations for the most recent two fiscal years
  - Spending History
- Agency caseload for point in time of the current year as well as the most recent two fiscal years
  - Are agency caseloads increasing or decreasing
- Current agency allocation
- Case Review – 15 general and 5 furnace case files
- System Notes

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Vendor Desktop Monitoring (VDTM)

- Determine if WHEAP benefits have been properly credited and debited to client accounts
- Ensure fair pricing to low-income customers
- Ensure supplier maintains an accounting system that provides transparency for WHEAP benefits issued
- Delivery receipts totaling the WHEAP benefits
- Account ledger showing all benefits awarded and potential credits due to WHEAP customers
- In the case where an energy supply (i.e. propane, fuel) was not available, provide a ledger of WHEAP funds that may have been transferred to another provider along with canceled checks showing the amount transferred

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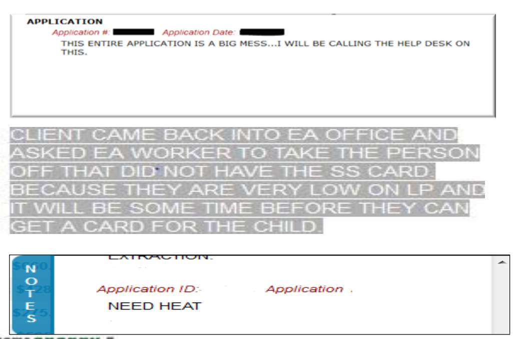
WHY DO WE MONITOR?



APPLICATION
Application #: [redacted] Application Date: [redacted]
THIS ENTIRE APPLICATION IS A BIG MESS...I WILL BE CALLING THE HELP DESK ON THIS.

CLIENT CAME BACK INTO EA OFFICE AND ASKED EA WORKER TO TAKE THE PERSON OFF THAT DID NOT HAVE THE SS CARD. BECAUSE THEY ARE VERY LOW ON LP AND IT WILL BE SOME TIME BEFORE THEY CAN GET A CARD FOR THE CHILD.

NOTES
Application ID: Application .
NEED HEAT

homeenergy+ 258

Wisconsin Summer Fill Program

Goals –

- Get as much propane into tanks of our low income customers as possible
- Demonstrate the need for propane in Wisconsin to increase our allocation which will aid in better supply and stability in pricing
- Reduce crisis requests for propane early on for WHEAP agencies

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Wisconsin Summer Fill Program

Program Details –

- Client contribution of $150, crisis payment of:
  - $250 for propane households
  - $350 for fuel oil households
- Client required to contact vendor regarding payment arrangements or budget plan
- Must make a payment by September 30th

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Wisconsin Summer Fill Program

Summer Fill Program	2014	2015
Households	5,445	20,012
Households Participation	5,073 - **93%**	
Recipients Reached	Propane Homeowners Fixed Income	Propane/Oil Homeowners All HH Compositions
Funds Allocated	$1,518,200	$5,000,000

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Thank You for Inviting Us!

Visit our Public Website for M
the Wisconsin Home Energy As

http://homeenergyplus.wi.gov/

homeenergy+

262

Q&A

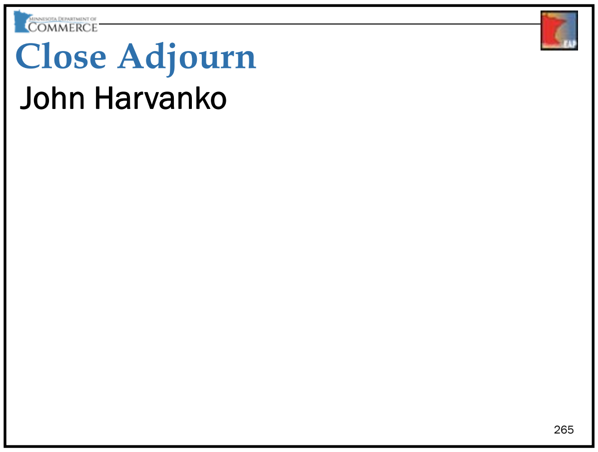
Ken Benson

263

Debrief

Jeff Mitchell

264


Close Adjourn
John Harvanko
265

Day Two Slides

Energy Assistance Program

FFY2016 EAP Annual Training

Day Two

Welcome Back & Reconnect

John Harvanko

Agenda Day One

1. ~~Welcome, Introductions & FFY2015~~
2. ~~Deputy Commissioner Bill Grant~~
3. ~~FFY2016 Approach & Training Approach~~
4. ~~A16~~
5. ~~Office of Economic Opportunity~~
6. ~~Energy Related Repairs~~
7. ~~Weatherization Assistance Program~~
8. ~~Crisis~~
9. ~~Eligibility~~
10. ~~Income~~
11. ~~Wisconsin Home Energy Assistance Program~~

Agenda Day Two

1. No Heat Call
2. The Application
3. Application Processing
4. Primary Heat
5. Performance Measures
6. Refunds
7. Security
8. HeatShare
9. eHEAT enhancements
10. Vendor Management
11. Local Plan & ICD
12. Oversight
13. Fiscal Management
14. Contracts

No Heat Call

Ivan Karnes

Weatherization Assistance Program

MINNESOTA DEPARTMENT OF COMMERCE

Helpful Questions to Ask on No Heat Calls

August 13, 2015

2015 Minnesota State Energy Conference

Ivan Karnes

Weatherization Field Monitor

FFY16 EAP Annual Training

Day Two Slides

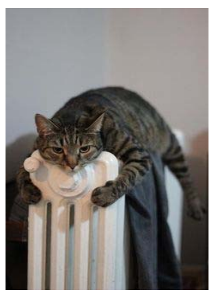
Energy Related Repair (ERR) Program

- Provides emergency repair or replacement of heating systems for Energy Assistance clients
- Runs October 1 – May 31
- To qualify:
  - Must be approved for Energy Assistance
  - Own home
  - Have a non-functioning heating system

Different from LIHEAP & WAP

- Low Income Home Energy Assistance Program (LIHEAP)
  - Helps home owners and renters with payment of home heating costs
  - Grant is based on household size, income, fuel type and energy usage
  - Federally funded
- Weatherization Assistance Program (WAP)
  - Helps income-qualified households permanently reduce their energy bills by making homes more energy efficient
  - Services include: Energy audits, insulation, air sealing, replacing mechanical systems, and occupant education
  - Federally funded

Happy Customers

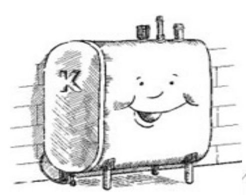


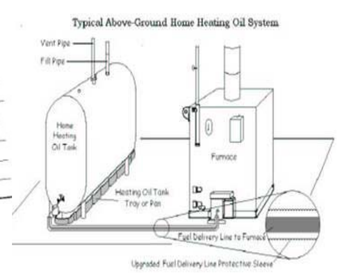
Easy Questions First

- Is the gas or fuel oil turned on?
  - ON/Off valve closed
- Is there ice or snow covering the chimney exhaust or intake?

Ask if there is fuel in the tank.

One & Two Pipe





Day Two Slides

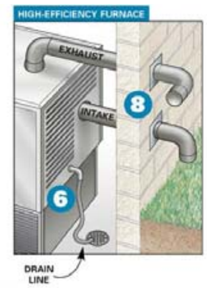
Two Pipe Oil Example

Longer Runs and more lift capacity

Snow can cover the exhaust PVC

Exterior vents

Source: Star Tribune 12/12/2010



Frost & Snow Build up

Basic HVAC System

Thermostat Check

1. Is the system selector switch in the "HEAT" and “ON” position?
2. If your thermostat is electronic, are the batteries working? Is the display showing?
3. Listen to the furnace fan. If you cannot hear the fan, check if any air is coming out of the ducts. If the fan is not running, there may be no power to the furnace.

Thermostat

Slide 15

AF3 Consider removing slide. Picture very grainy.
Anthony Fryer, 4/24/2015

New and Old Set Back Types

19

MH Type

20

Next

- If the thermostat is set properly, next step is to check to see that there is power to the furnace.
- ELECTRICAL CHECK – Furnace Switch

21

Emergency Switch

- Emergency shut-off switch for the furnace. Locate it and make sure it is turned on. In most homes the emergency shut-off switch looks just like a regular light switch and will be located on the side or close to the furnace.

22

In Mobile Homes

- In mobile homes the switch is behind the removable cover and in front of the blower motor.

23

MH Switches

24

Emergency Cabinet Switch

- Some heating systems also have emergency cut-out switches that are activated when a door or service panel is removed.
- Check to make sure all access doors are properly secured and fitted.

25

Cabinet Switches are Behind a Cover

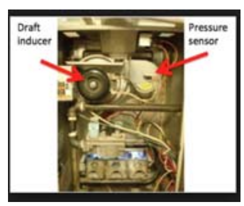
26

Inducer Motor

27

Draft Problems

Inducer and Sensor



Inducer

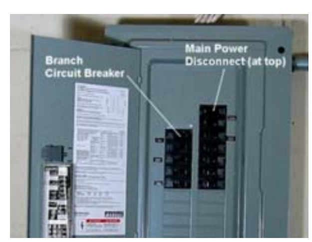
28

What to Check Next

- It is quite common for this switch to be turned off accidentally.
- If the switch is ON, but the fan still doesn't operate, proceed to the ELECTRICAL PANEL CHECK.

29

Circuit Breakers



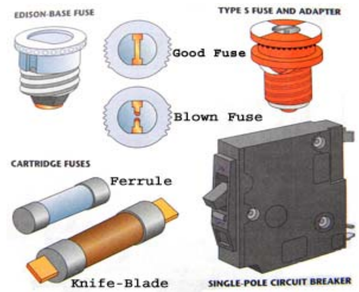
30

Day Two Slides

Fuses

31

Fuse Types



32

Switches on Mobile Home Furnace

33

90%+ MH Furnace

34

Mobile Home Furnace Gas 80%

35

Bad Chimney

Bad chimney no liner

High smoke from burner

36

Day Two Slides

Chimney Problems

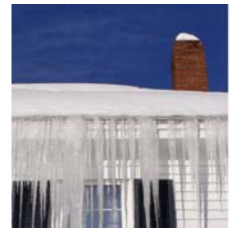
Wall hanging chimney

Cracked

Problems

Animals

Iced up



Chimney

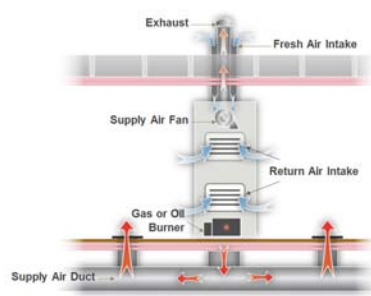
Types

B vent

MH

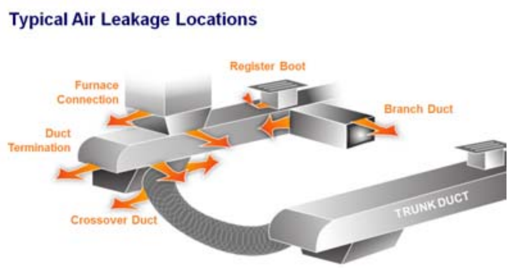
Mobile Home Chimney

Entire Mobile Home System



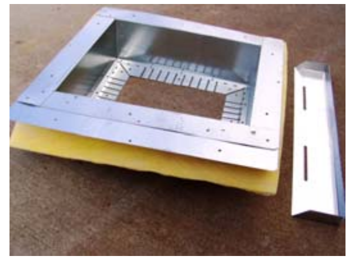
Day Two Slides

Double Wide MH Ducts



43

Needs to be Included on an Installation



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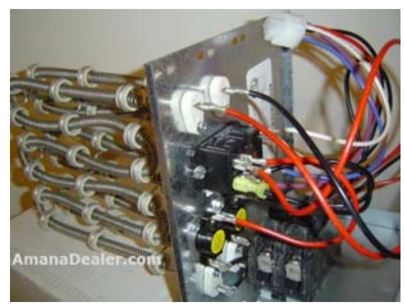
MH Duct in Factory

45

Electric Furnace Element



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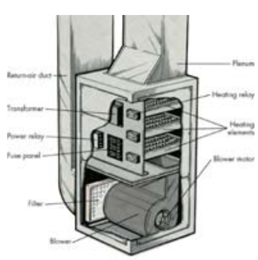
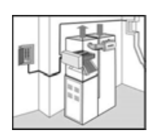
Electric Furnace Diagram



47

Plenum Electric Heater



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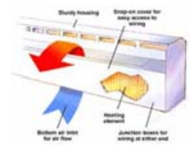
Day Two Slides

Electric Baseboard Thermostats

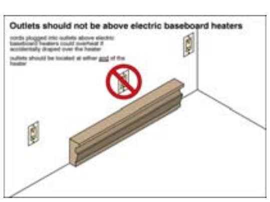
49

Electric Baseboard



50

Clearance and Safety



51

Radiator Key

52

Radiators

53

Boilers

54

Boilers

55

Gas Valves

56

Check Breakers or Fuses

- Locate the breaker or fuses in your home's main electrical panel for the furnace.
- Make sure the breakers are not tripped and the fuses are not blown.
- If a breaker has been tripped it will be in a position that is between ON and OFF. Reset the breaker (turn all the way OFF, then back ON).
- If the fuse is blown, replace it with the SAME SIZE AND TYPE of fuse.

57

Breaker Continued

- WARNING: If a breaker keeps tripping or a fuse keeps blowing, you should contact a qualified service technician to inspect your system to determine why you are having problems

58

Ignition Check

- If your heating system seems to be operating, but is not producing any heat, the furnace may not actually be firing.

59

If this is the case, check the following:

- Do you have fuel? If your unit is oil, or propane fired, check the level of fuel in the tanks.
- If you ran out of fuel and got more fuel, and now your furnace will not start, your furnace may have to be reset.

60

Day Two Slides

Resetting Some Systems

- Some systems have a red reset button on the burner. These systems can be reset with this button.
- Other systems can be reset by turning system power off then back on.
- If the furnace is oil-fired, the fuel pump may need to be primed.
- After a fill of fuel let the system's oil tank settle.

61

Reset Button Oil

62

Oil Burner Keeps Tripping The Reset Button

- If your oil burner stops running, the first thing you should check is the reset button.
- If you press it and the burner fires up, then that was the problem.
- If the button trips again, then there is a definite problem.
- Do not keep resetting the button and ignoring the problem. Fuel is sent in the fire pot every time.

63

Puff Backs

64

Pedestal Type Burner

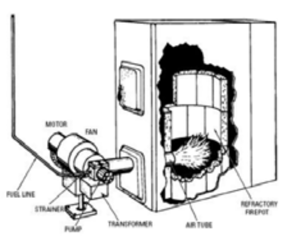
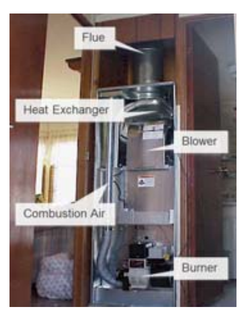


Figure 1-3 Gun-type oil burner firing into furnace combustion chamber. (Courtesy U.S. Department of Agriculture)

65

MH Oil Furnace



66

What the Red Button Does

- It is a safety device.
- It shuts the burner down when it thinks there is a problem.
- It is on the primary control and is hooked-up to a cad cell - a light sensor (Like an outside light that turns off and on at dusk/dawn).

67

Why There is a Problem with Starting the Burner

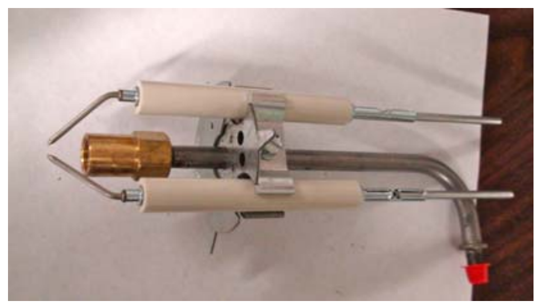
- Bad or dirty cad cell
- Faulty primary control
- Bad or weak ignition transformer
- Bad burner motor
- Bad fuel pump
- Blocked oil filter, strainer or nozzle

68

Filter Pump & Oil Lines

69

Cracked Electrodes

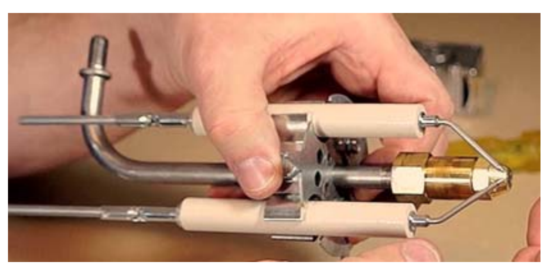


70

Nozzle's Can Cause High Smoke

71

Electrode Alignment



72

Minnesota Department of Commerce

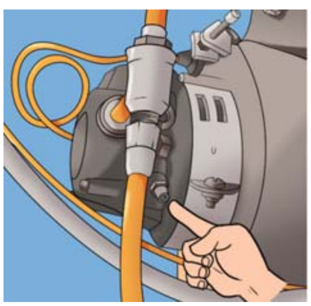
Oil Nozzle in Burner

73

Burner Flame

74

Where the Air Line is Bleed

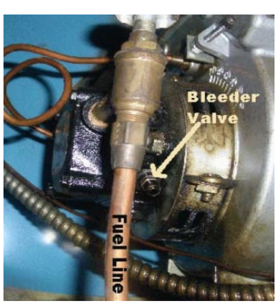


75

Oil Pump on Burner

76

Bleeder Valve



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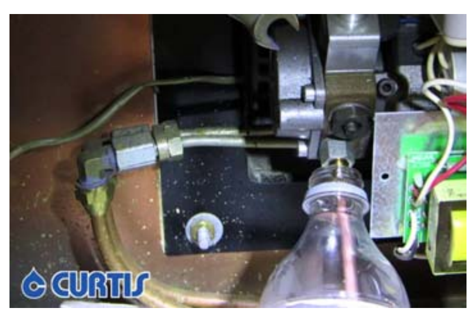
Bleeding the Pump



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Day Two Slides

Problems with Furnaces

- Burner running with a very high smoke , can be seen from outside the home.
- Burner sooted-up
- Loose electrical connections
- Damaged flexible coupling
- Water in oil tank, sediment from running dry.
- Chimney blocked - Have it cleaned

79

Gas Furnace/Space Heater with a Standing Pilot

- If you have a standing pilot (one that is on all the time), look inside your furnace to see if it is on.
- If it is not on, follow the instructions on the furnace to re-light the pilot.
- If the pilot will not light or stay lighted, this may be a bad thermocouple .

80

Mechanical Problems

- Broken or extremely loose fan belt.
- Bound or tight blower motor (large motor) - With power OFF, try to turn blower shaft (should spin freely).
- Bound gas inducer motor (small motor) - If the furnace isn't working but the inducer is very hot, it could be stuck. Also makes a grinding noise before it stops working.
- Broken gas ignitor (looks like a spark plug).

81

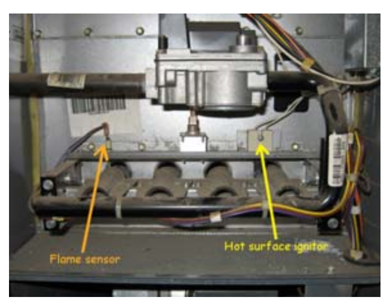
Ribbon Burners

82

Burners Lighting Up

83

Ignitor and Sensor Location



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Slide 79

AF4 Needs fixing (title/formatting) or removing

Anthony Fryer, 4/24/2015

MH Ignitor

85

Why High Electric Bills?

- Check the obvious things first.
- Open window for example. This is for the most part, a winter-time heating complaint.
- Stuff placed in front of radiators or register.
- Register closed.

86

Duct Problems & Heat Bills

87

Bad Ducts Cause High heat Bills

88

Dirty Blower

89

High Heat Bill Continued

- Many things can cause high electric bills.
- A mistake on the electric bill.
- A poorly insulated home
- Open windows, Not latched windows
- Inefficient appliances like electric water heaters, refrigerators and freezers.
- Trying to heat areas that are not living areas
- Not knowing how to conserve energy.

90

Old Boiler

91

Old Boiler with Oil Retrofit

92

MH Gas Burner

93

Cracked Heat Exchanger

94

Another Cracked Heat Exchanger

95

Forced Air Blowers

96

Day Two Slides

Space Heaters


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Problems with Portable Space Heaters


98

Space Heaters


99

Vented and Non-vented Heaters


100

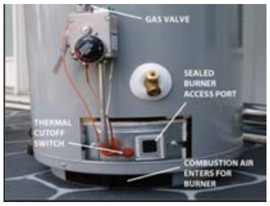
Clearances Needed

101

Portable Space Heater

102

Water Heaters



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Leaning WH Tank

104

WH Leak

105

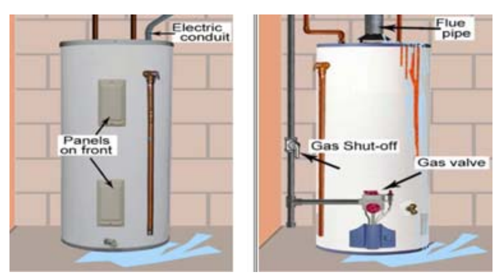
Leaking WH

106

Oil WH

107

WH Leaks – Do Not Stand in Water



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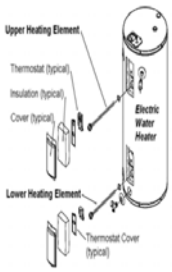
Day Two Slides

WH Elements Location



109

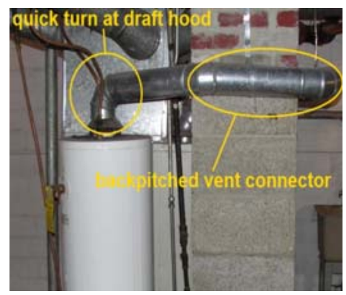
Electric WH Elements

110

Anode Rods

111

Bad Flue



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Questions

113

Thank You!

Ivan Karnes
Weatherization Field Monitor
651-539-1868
ivan.karnes@state.mn.us

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Day Two Slides

Q&A
Ken Benson

FFY16 Application
Aman Asghedom

The FFY16 EAP Application
Training Topics

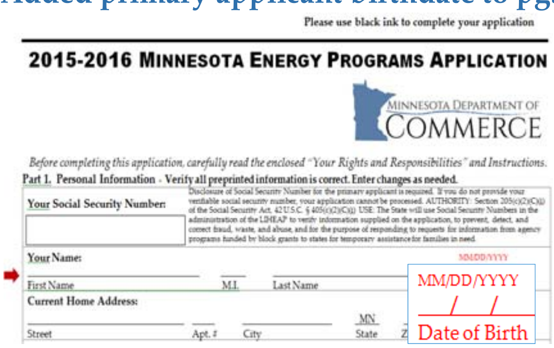
1. Changes & Improvements
   - Application, Recertification and Instructions
   - Matching eHEAT entry with App flow
2. Application mailing timeline
3. Access to EAP Application

Application changes/improvements
Why?

- To provide clear information to applicants
- To gather EAP relevant data by
  - Asking the right/essential questions
- To improve application processing by:
  - Reducing processing time
  - Increasing accuracy

Areas of changes/improvements
- Added primary applicant **birthdate** to front page
- Clarified **"Authorized Representative"**
- Added **Multi Race** in Race Categories
- **Sorted income categories** with no need for income sources
- Added amount for HHs with **child support**
- **Income guidelines**
- Described "**Adult**" in App and instructions
- Matched eHEAT entry with App info flow

Added primary applicant birthdate to pg. 1


Please use black ink to complete your application

2015-2016 MINNESOTA ENERGY PROGRAMS APPLICATION

MINNESOTA DEPARTMENT OF COMMERCE

Before completing this application, carefully read the enclosed "Your Rights and Responsibilities" and Instructions.

Part 1. Personal Information - **Verify all preprinted information is correct. Enter changes as needed.**

Your Social Security Number:

Disclosure of Social Security Number for the primary applicant is required. If you do not provide your verifiable social security number, your application cannot be processed. AUTHORITY: Section 205(c)(2)(C)(i) of the Social Security Act, 42 U.S.C. § 405(c)(2)(C)(i) USE: The State will use Social Security Numbers in the administration of the LIHEAP to verify information supplied on the application, to prevent, detect, and correct fraud, waste, and abuse, and for the purpose of responding to requests for information from agency programs funded by block grants to states for temporary assistance for families in need.

Your Name:

First Name | M.I. | Last Name | MM/DD/YYYY

Current Home Address:

Street | Apt. # | City | MN State | Z

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Day Two Slides

MINNESOTA DEPARTMENT OF COMMERCE

Clarified "Authorized Representative"

Part 2. Household Information

Mailing Address (if different from Home Address):

Street or PO Box ______ Apt. # ______ City ______ MN State ______ Zip Code ______

County: ______ Township: ______

Home Phone: (___) ______ Daytime or Other Phone (if different from home phone): (___) ______

Primary language spoken in home: ______ E-mail address: ______

Authorized Representative: If you complete this section, you give the "Authorized Representative" permission to act for you. If you include his/her address below, this person will receive all your mail for this program instead of you.

Street or PO Box ______ Apt. # ______ City ______ MN State ______ Zip Code ______

YOU MUST SIGN AND DATE THIS APPLICATION AT THE BOTTOM OF THE LAST PAGE

Added Multi Race into Race Categories

Part 2. Household Information

LIST ALL HOUSEHOLD MEMBERS, STARTING WITH YOU:

First Name, M.I. & Last Name	Social Security	Date of Birth MM/DD/YYYY	Race	His-panic Y/N	Sex M/F	Dis-ability Y/N	Years Of School	Veteran Y/N	Have Income Y/N
1. (self)	(required)	/ /							
2.		/ /							
3.		/ /							
4.		/ /							
5.		/ /							
6.		/ /							
7.		/ /							
8.									

Attach a separate sheet if neces

Race: A = Asian B = Black or African American I =
P = Native Hawaiian or Other Pacific Islander W

I = American Indian or Alaska Native
W = White M = Multi Race O = Other

Sorted "No proof of income" categories
Added amount after Child Support

SOURCES OF INCOME AND OTHER ASSISTANCE (Check all that apply for your household and **send proof of income**)

☐ Wages	☐ Social Security Disability Income (SSDI)	☐ Alimony or Spousal Support
☐ Self-Employment/Farm Income*	☐ Supplemental Security Income (	
Date Business started: ______	☐ Retirement Survivors Disability	
☐ Rental Income	☐ Retirement Income	
☐ Unemployment Compensation	☐ Pension/Annuity (including qu	
☐ Workers' Compensation	☐ Tribal Bonus, Judgments or Per	
☐ Interest or Dividend Income	☐ Diversionary Work (DWP)	☐ Food Support
☐ Contract for Deed Interest	☐ Long/Short-term Disability	☐ Earned Income Tax Credit
☐ Veterans' Benefits	☐ Minnesota Family Investment Program (MFIP)	☐ No Income (contact local EAP Service Provider)
☐ Social Security Retirement Benefits	☐ General Assistance (GA)	

No proof of income required for the following:

☐ Child Support

Monthly amount $______

Income guidelines

Send proof of all gross income received by all people in your household in the **last 3 full calendar months.** Send copies, originals will not be returned. Wages for children in grades K-12 are not counted.

*If self-employed, send first 2 pages of your most recent IRS-1040 tax return. Contact your local EAP Service Provider if your business was started less than two years ago.

Your application will be delayed if you do not include proof of income.

You must sign and date the last page of the application. It must be postmarked or received on or before:

May 31, 2016.

If you si applicat in:	HH Size	Three Months Income FFY15	FFY16	Diff
Aug 201	1	$5,838	$5,987	$149
Sept 201	2	$7,635	$7,829	$194
Oct 201	3	$9,431	$9,671	$240
Nov 201	4	$11,228	$11,514	$286
Dec 201	5	$13,024	$13,356	$332
Jan 201	6	$14,821	$15,198	$377
Feb 201	7	$15,157	$15,543	$386
Mar 201	8	$15,494	$15,889	$395
Apr 201	9	$15,831	$16,234	$403
May 201				

Added "I am an adult .." to Consent & Signature

Part 5. Consent and Signature for October 1, 2015 to September 30, 2016

5. By signing, I affirm that all data in this application is correct. I also acknowledge that:
   - I currently reside in the address listed on this application.
   - I am signing on behalf of all household members.
   - I may have to prove my statements.
   - I may be held civilly or criminally liable under federal or state law for knowingly making false or fraudulent statements.
   - I have rights under EAP, WAP, and CIP. I have received a copy of the "Privacy Notice and Your Rights and Responsibilities" and agree to its terms and conditions.
   - I may appeal local Energy Programs Service Provider decisions about my benefits.
   - I understand that filling out this application does not guarantee that my household will receive

- I am an adult or emancipated minor.

Print Name:

Signature: ______ Today's Date: ______

We must receive your application within 6
This application must be postmarked or recei no later than May 31, 2016.
Funds may not last, ap

Matched eHEAT to App Flow Specs

To save data entry time

EAP Application

LIST ALL HOUSEHOLD MEMBERS, STARTING WITH YOU:

First Name, M.I. & Last Name	Social Security	Date of Birth MM/DD/YYYY	Race	His-panic Y/N	Sex M/F	Dis-ability Y/N	Years Of School	Veteran Y/N	Have Income Y/N

eHEAT Specs

Household Member [TOP] [BOTTOM]

* First Name: Middle Initial: * Last Name: SSN:
* DOB: * Race: Ethnicity: * Sex:
Disabled: Years of School Completed: Veteran: Income:
In Absence of SSN
Id: Id Type:
Active: Primary Applicant: Yes Service Provider Member number
* Required Fields

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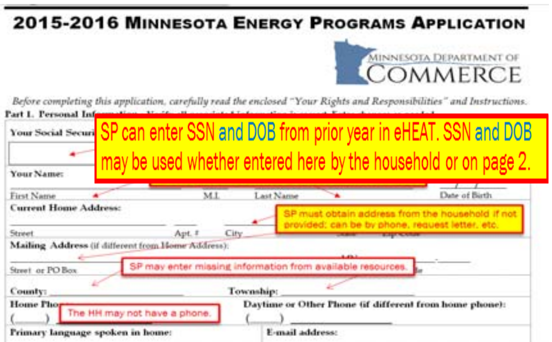
Day Two Slides

FFY16 Application Requirements Tool


2015-2016 MINNESOTA ENERGY PROGRAMS APPLICATION

MINNESOTA DEPARTMENT OF COMMERCE

Before completing this application, carefully read the enclosed "Your Rights and Responsibilities" and Instructions.

Part 1. Personal Information

Your Social Security

SP can enter SSN and DOB from prior year in eHEAT. SSN and DOB may be used whether entered here by the household or on page 2.

Your Name:

First Name | M.I. | Last Name | Date of Birth

Current Home Address:

SP must obtain address from the household if not provided; can be by phone, request letter, etc.

Street | Apt. # | City

Mailing Address (if different from Home Address):

Street or PO Box

SP may enter missing information from available resources.

County: | Township:

Home Phone: ( ) | Daytime or Other Phone (if different from home phone): ( )

The HH may not have a phone.

Primary language spoken in home: | E-mail address:

FFY2016 Mailing Schedule

- Monday, August 24th - first Recert applications will be mailed
- August 26-27 Regular applications will follow (immediately after Recerts finish)
- Queued Blank Apps (Blapps) will be mailed after

FFY2016 Mailing by numbers

	FFY 15	FFY16
Pre-application count	139,851	124,552
Recertification count	15,543	16,186
Total	155,394	140,738

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Accessibility to Application materials

- **SP version Apps** for printing to be sent after training
  - **Caution:** Do not alter content, including local questions
- '**Required Application Info'** tool is on the web
- Other web versions available soon (Sept) including **Spanish-language, large print, fillable versions**
- Have applications accessible on **SP website**
- Applications must be **accessible** to persons with disabilities
- Ensure App sites are accessible throughout service area

Thank You!

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Application Processing

Sandy Seemann

Application Processing

Topics

- Employee app for volunteers etc.
- Timely app processing
- Verification of Income & Expenses
  - Non-counted income verification
  - Change to VIE form
- Self-Employment income clarification

Day Two Slides

Application Processing

Employee Applications: Volunteers, etc.

- Employee app process is to reduce potential conflicts of interest
- The approval process by Commerce further reduces the risk of intentional or inadvertent processing errors
- Volunteers, seasonal staff, contractor staff acting in an employee capacity should have their app treated as an employee app if they apply for EAP

Application Processing

Timely Application Processing

- LIHEAP statute requires apps to be acted upon in a reasonable time
- 30 days is reasonable amount of time
- App timeline not in effect until Jan 15 (due to large volume of apps at start of program year)
- After Jan 15, apps must be certified and paid within 30 days of receipt of the complete app
- SPs must add staff and/or extra hours if needed to ensure the 30-day timeline is being met

Application Processing

Verification of Income & Expenses and non-counted income

- Space for child support $ added to FFY16 app
- Can verify non-countable income by phone /writing - do not send VIE if income is adequate
- Whether income is countable or not, only use VIE for inadequate income (less than rent/mortgage)

Application Processing

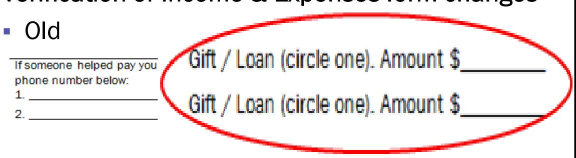
Verification of Income & Expenses and non-counted income (cont.)

- While non-countable income is counted for determining **adequacy** of income, additional proof of non-countable income is not required (i.e., it is self declared).
- Only need one VIE per HHD (not 1 per HHD member)

Application Processing

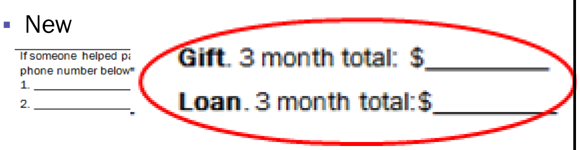
Verification of Income & Expenses form changes

- Old


If someone helped pay you phone number below:
1. ____
2. ____

Gift / Loan (circle one). Amount $____
Gift / Loan (circle one). Amount $____

- New

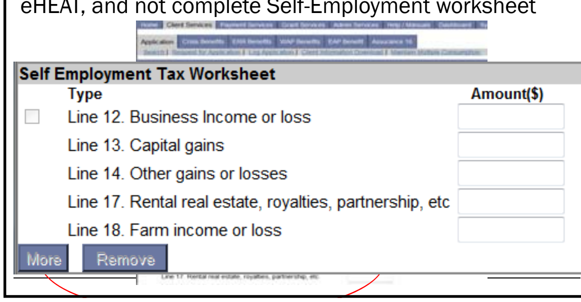

If someone helped pa phone number below
1. ____
2. ____

Gift. 3 month total: $____
Loan. 3 month total: $____

Application Processing

Self-Employment Income Clarification

Info can be taken directly from tax return and put into eHEAT, and not complete Self-Employment worksheet



Self Employment Tax Worksheet	
Type	Amount($)
Line 12. Business Income or loss	
Line 13. Capital gains	
Line 14. Other gains or losses	
Line 17. Rental real estate, royalties, partnership, etc	
Line 18. Farm income or loss	

More Remove

Q&A
Ken Benson

Primary Heat
Jeff Mitchell

Primary Heat
Topics
- Matching Name on Account
- High Consumption

Name on Account Matching
Policy & Procedure

Name on Account Matching
Reasons:
- Where payments go is a major risk area
- Part of national LIHEAP integrity efforts
- Being scrutinized by audits/assessments of EAP

Issue:
- Sometimes a household member name is not on the energy account

Name on Account Matching
Developed controls to address risk
- Policy and procedure to get matches or make assurances when there is no match
- eHEAT checkbox to help measure and audit

Name on Account Matching

Policy & Procedure

Section **Name on Energy Accounts**, Chapter 4 Pg. 10, paraphrased:

- Name on account should match the name of a household member on the application.
- If not, the Service Provider must get assurance the grant is going to intended recipients at the intended address.

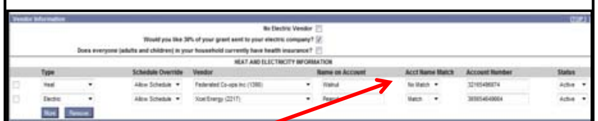
Name on Account Matching

Policy & Procedure (Ch. 4 Pg. 10 **Name on Energy Accounts** section)

1. Contact HHD to ask why acct. is not in HHD members' name.
2. Ask HHD to get a HHD name on account. Assist HHD to remove any barriers.
3. If unable to get the account in a HHD member's name, verify the reason for no match and ensure the account is for the address of the HHD (e.g. confirm with vendor or landlord).
4. If match of account address & HHD address cannot be verified, deny the HHD for insufficient information.
5. Make notes in eHEAT.

Name on Account Matching

On 'Housing & Heat' screen>'Vendor Info.' section



- Added 'Acct Name Match' field with dropdown
- Processer selects 'No Name Match' when the name does not match when payment is made.

Assessing Consumption Cost

Why & What to look for

Assessing Consumption Cost

Why?

- Key benefit determinant
- Amounts vary due to many factors
- Reviewing before completing payments can be helpful

Assessing Consumption Cost

High consumption reasons:

- Heating a business/farm
- Consumption data entry error
- Size of dwelling
- Type of dwelling
- Condition of dwelling
- Inefficient heating system

Day Two Slides

Assessing Consumption Cost

Some reasons for low consumption

- Occupancy
- Data entry error
- HHD using dual fuel but does not know

Consumption Cost by Fuel Type

FFY2009- 2014

Fuel Type	Average Annual Fuel Cost	95th Perc.	99th Perc.
Oil	$ 1,702	$3,269	$4,052
Propane	$ 1,540	$3,019	$3,758
Wood	$ 1,234	$2,088	$2,515
Muni. Steam	$ 1,478	$2,908	$3,622
Natural Gas	$ 836	$1,682	$2,106
Electricity	$ 1,968	$4,081	$5,138
Dist. Heating	$ 1,134	$1,938	$2,340
Biofuel	$ 1,466	$2,407	$2,877
Other	$ 1,497	$2,899	$3,600

Consumption Cost by Housing Type

FFY2009- 2014

Comparison of top 4 fuels by housing type

Housing Type	Elec. Avg.	NG Avg.	LP Avg.	Oil Avg.
[redacted]				
Mobile Home	$ 2,393	$ 764	$ 1,520	$ 1,563
[redacted]				
Fourplex	$ 1,165	$ 671	$ 785	NA
Townhouse	$ 1,504	$ 634	$ 963	$ 1,367
Apt.-Condo	$ 844	$ 513	$ 1,060	$ 1,395
Other	$ 1,606	$ 719	$ 1,092	NA

Consumption Cost by Housing Type

FFY2009- 2014

Electricity

Housing Type	Average Annual Fuel Cost	Outlier (only 5% of HHDs are above this)
Mobile Home	$ 2,393	$ 4,239
House	$ 2,377	$ 4,290
Duplex	$ 1,688	$ 3,238
Triplex	$ 1,219	$ 2,476
Fourplex	$ 1,165	$ 2,407
Townhouse	$ 1,504	$ 2,693
Apartment-Condo	$ 844	$ 1,761
Other	$ 1,606	$ 3,354

Consumption Cost by Housing Type

FFY2009- 2014

Natural Gas

Housing Type	Average Annual Fuel Cost	Outlier (only 5% of HHDs are above this)
Mobile Home	$ 764	$ 1,394
House	$ 916	$ 1,782
Duplex	$ 884	$ 1,848
Triplex	$ 824	$ 1,866
Fourplex	$ 671	$ 1,487
Townhouse	$ 634	$ 1,193
Apartment-Condo	$ 513	$ 1,220
Other	$ 719	$ 1,608

Consumption Cost by Housing Type

FFY2009- 2014

Propane

Housing Type	Average Annual Fuel Cost	Outlier (only 5% of HHDs are above this)
Mobile Home	$ 1,520	$ 2,871
House	$ 1,560	$ 3,081
Duplex	$ 1,135	$ 2,562
Triplex	NA	$ 3,548
Fourplex	$ 785	$ 1,862
Townhouse	$ 963	$ 2,250
Apartment-Condo	$ 1,060	$ 2,624
Other	$ 1,092	$ 2,621

Consumption Cost by Housing Type
FFY2009- 2014

Oil

Housing Type	Average Annual Fuel Cost	Outlier (only 5% of HHDs are above this)
Mobile Home	$ 1,563	$ 2,932
House	$ 1,724	$ 3,308
Duplex	$ 1,399	$ 2,981
Triplex	NA	$ 2,503
Fourplex	NA	$ 2,674
Townhouse	$ 1,367	$ 2,572
Apartment-Condo	$ 1,395	$ 2,874
Other	NA	$ 3,040

Q&A
Ken Benson

Performance Measures
Michael Schmitz

National Performance Measures
- Background & Update
- Reviewing the Measures
- New Requirements
- Understanding the EAP Production Report

National Performance Measures
- US Dept. of Health & Human Services (HHS) is implementing mandatory national performance measures starting in ~~FFY15~~ FFY16
- Required by law (since early '90s)
- Performance Measures Work Group has been developing the measures since mid-2000s

National Performance Measures
Reviewing the Measures
- Energy Burden Targeting
- Prevention & Restoration of Loss of Service

Day Two Slides

National Performance Measures

Energy Burden Targeting

Energy Burden = Energy Cost ÷ Income

- Benefit Targeting Index: Do we target higher benefits to higher burden households?
- Burden Reduction Targeting Index: Do we reduce the energy burden of higher burden households more than average?

Prevention & Restoration of Loss of Service

- Crisis
- ERR

National Performance Measures

Energy Burden Targeting: Your Role

- Ensure Household Income Accuracy
- Energy Cost Data
  - Obtain it
  - Make sure it is accurate

National Performance Measures

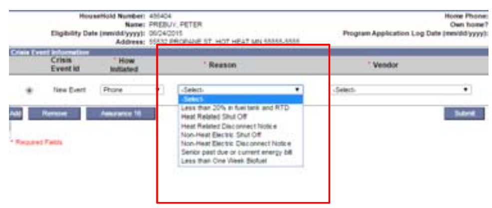
Prevention & Restoration of Loss of Service: Your Role

- Crisis
  - Accurate Crisis Reason
  - Accurate “% of fuel in tank prior to delivery”
  - Accurate Fuel Type (**new functionality**)
- ERR
  - Accurate Fuel Type (**new functionality**)

National Performance Measures

Prevention & Restoration of Loss of Service: Your Role

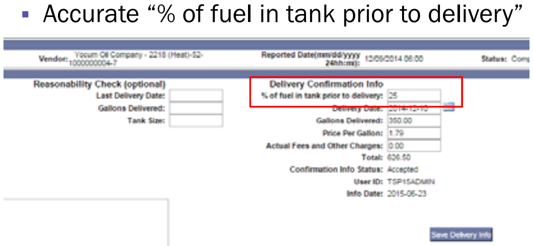
- Crisis
  - Accurate Crisis Reason



National Performance Measures

Prevention & Restoration of Loss of Service: Your Role

- Crisis
  - Accurate “% of fuel in tank prior to delivery”

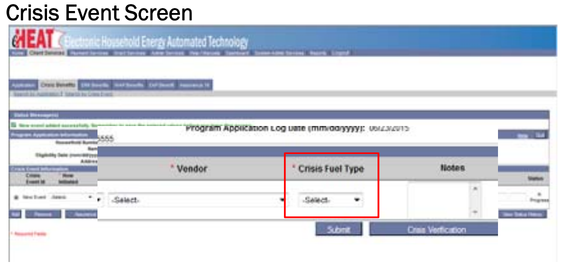


National Performance Measures

Prevention & Restoration of Loss of Service: Your Role

- Crisis

Crisis Event Screen



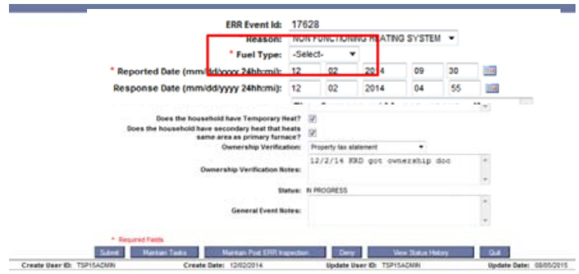
Day Two Slides

National Performance Measures

Prevention & Restoration of Loss of Service: Your Role

- ERR

National Performance Measures

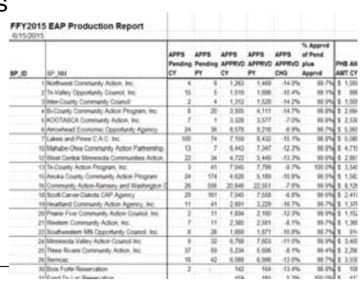


EAP Production Report

How To Read The EAP Production Report

There are five sections:

- Service Providers
- Applications
- Primary Heat
- Crisis
- ERR



EAP Production Report

How To Read The EAP Production Report

APPS Pending CY	APPS Pend PY	APPS APPRVD CY	APPS APPRVD CHG	% Apprvd of Pend plus Apprvd
4	6	1,263	-14.0%	99.7%
15	5	1,519	-10.4%	99.1%
2	4	1,312	-14.2%	99.9%

- CY = Current Year; PY = Past Year

EAP Production Report

How To Read The EAP Production Report

PHB AWDED AMT CY	P A	AVG PHB BNFT CY	AVG PHB BNFT PY	A E C	AVG PHB BNFT % CHG
$1,059,528	7	$828	$760	)	8.94
$998,853	7	$656	$634	1	3.47
$1,005,404	3	$762	$731	-	4.24

- AVG = Average

EAP Production Report

How To Read The EAP Production Report

CRISIS SRVD CY	CRISI SRVD PY	CRISIS RESOLVED CY	CF RE PY	CRISIS OBLIG AMT CY	CRISIS OBLIG AMT PY
359	67	115		$154,536	$417,244
392	68	158		$159,609	$403,154
409	73	158		$165,539	$454,252

- SRVD = Served
- OBLIG = Obligated

EAP Production Report

How To Read The EAP Production Report

ERR SRVD CY	ERR SRVD PY	ERR OBLIG AMT CY	ERR OBLIG AMT PY
90	75	$99,710	$52,787
71	78	$78,366	$59,637
87	107	$74,966	$68,525

Q&A

Ken Benson

Refunds

Doug Burns

Refunds – Ownership of Assistance

Chapter 3 and Chapter 10

New refund policy/procedures were implemented last year after the start of the EAP program year

- EAP funds always belong to EAP
- Unspent EAP funds never lose their designation as EAP federal funds

Refunds – Ownership of Assistance

Chapter 3 and Chapter 10

- EAP benefit is provided to the HHD to purchase energy
- At the end of the program year, unspent EAP benefits must remain on the HHD's energy vendor account for future energy costs
- HHDs cannot request cash refunds

Refunds – Ownership of Assistance

(Cont.)

- The energy vendor always returns EAP credit to EAP when a HHD discontinues as a customer
- Energy vendors should never use unclaimed property procedures for EAP funds

Refunds – Ownership of Assistance (Cont.)

Note: For delivered fuels, once fuel is delivered to the dwelling it becomes property of the HHD (e.g. LP, oil, wood, corn)

- If a vendor pumps fuel out of a HHD's tank when the HHD moves, any resulting credit belongs to the household… not EAP

Refunds from the SP Perspective

Different procedures for handling refunds depending on the year of the EAP benefit and the date the refund is received:

- FFY15 funds thru 12/15/2015
- FFY15 funds after 12/15/2015
- Older EAP benefits (FFY14 or earlier)

Refunds of Current FFY Benefits

- Refunded FFY15 EAP benefits received through 12/15/2015 must be entered in eHEAT
- If an energy vendor does not use eHEAT, they must return EAP funds to Commerce by check
- The refund is still an obligated benefit for the HHD until the refund is deobligated

Refunds from FFY15 Rec'd 10/1 – 12/15

- SP must attempt to locate HH and their new energy vendor account info
- If new info is known by Dec 15, the SP redistributes the FFY15 EAP benefit to the HH's new energy vendor account
  - This may take assistance by Commerce (Ken)

Refunds from FFY15 Rec'd 10/1–12/15 (cont.)

- Dec 15 is the last day to redistribute refunds of FF15 EAP benefits
- After Dec 15, HH can no longer receive refunded FFY15 benefits
- Any refunded FFY15 benefits not re-distributed will be de-obligated after Dec 15 by Commerce

Refunds Received after Dec 15

- SPs must forward any refund checks received to Commerce Fiscal
- After Dec 15, Commerce will send refunded EAP benefits from prior years (FFY15 or earlier) to U.S. DHHS

Day Two Slides

Q&A
Ken Benson

Security
Richard Gooley

Presentation

Q&A
Ken Benson

eHEAT Security Management
Sandy Seemann

eHEAT Security Management
- Managing eHEAT access
- Off boarding process
- eHEAT access check

eHEAT Security Management
Why is this important?

- Protecting HHD private data is key
- Must limit access to info in HHD files to those who need access as part of job duties
- eHEAT administrator responsibilities include ensuring only authorized users have access to & are using eHEAT
  - FY16 eHEAT Administrator Security Agreement is due w/LP
- Ensure users sign eHEAT User Security Agreement prior to accessing eHEAT

Day Two Slides

eHEAT Security Management

Managing eHEAT Access

- SP must have eHEAT access processes
- Ensure only authorized users have eHEAT access
- Ensure users only have access to eHEAT functions necessary for their work assignments (setting up "roles" in eHEAT helps with this)

eHEAT Security Management

Off boarding process

- SPs must have off-boarding (staff leaving employment) procedures in place (e.g., off-boarding check-list)
- Ensure off-boarding process includes disabling eHEAT access along with access to other data systems containing private EAP data

eHEAT Security Management

Off boarding process, cont.

- SPs must immediately disable eHEAT administrators and users when needed:
  - When permanently leaving a position requiring eHEAT access
  - When on administrative leave or suspension
  - When no longer employed by the SP or EAP
  - If on other leave, laid off, on an extended vacation, or reassigned to non-EAP duties for 30 days or longer

eHEAT Security Management

eHEAT Access Check Requirements

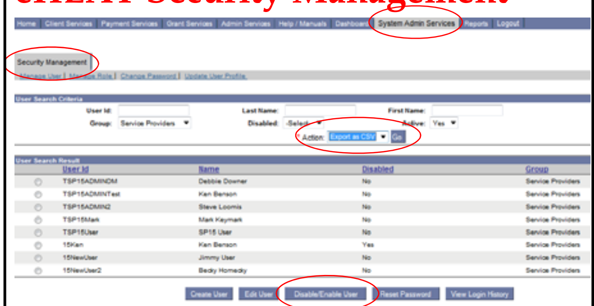
- SP should conduct routine eHEAT access check
- Commerce will continue to periodically request that access checks be completed
- There are three user statuses in eHEAT:
  - Active: user has access to eHEAT.
  - Inactive: user without current access to eHEAT due to inactivity for over 60 days. Needs eHEAT Administrator to reactivate to regain access.
  - Disabled: user with no access to eHEAT. (eHEAT continues to list every user that had eHEAT access.)

eHEAT Security Management

Completing an eHEAT Access Check

- Export list of users and disable any of those who should no longer have eHEAT access
- In eHEAT, click on the 'System Admin Services' menu> 'Security Management' tab and select 'Export to CSV' and click 'Go'
- This produces a list of users and their status
- Disable users in eHEAT as needed by clicking the 'Disable/Enable' button

eHEAT Security Management



Q&A
Ken Benson

HeatShare
Mike McGlone

www.HeatShare.org

Q&A
Ken Benson

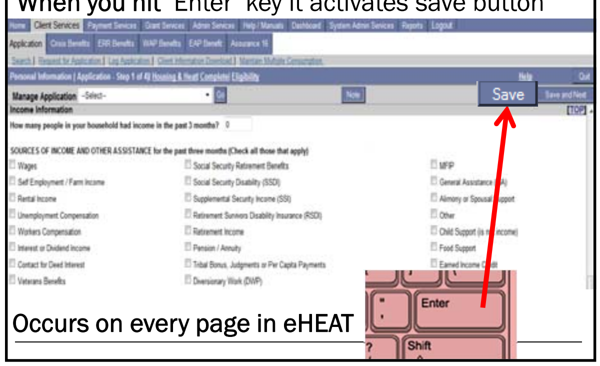
eHEAT Enhancements
Jeff Mitchell

eHEAT Enhancements
General Notes on ‘Complete’ screen larger

Before

After

eHEAT Enhancements
When you hit ‘Enter’ key it activates save button



Occurs on every page in eHEAT

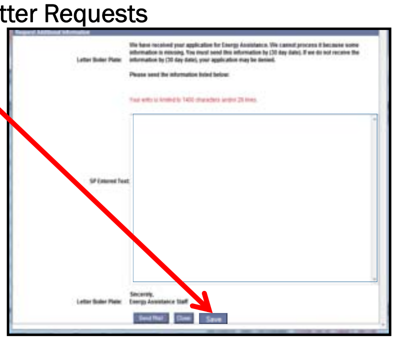
Day Two Slides

eHEAT Enhancements

Save and Edit Letter Requests

Rules

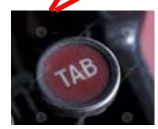
- ‘Save’ button saves (but does not send)
- Can edit until sent
- Must hit ‘Send Mail’ when ready



eHEAT Enhancements

Tab order for Landlords Phone number fixed

Landlord's telephone number: -

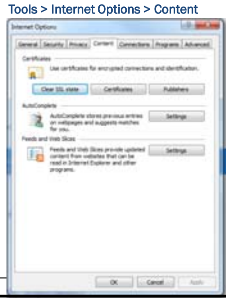


eHEAT Enhancements

Autofill Fields function

- Users can activate AutoComplete in Internet Explorer (Help)
- Prefills based on past entries

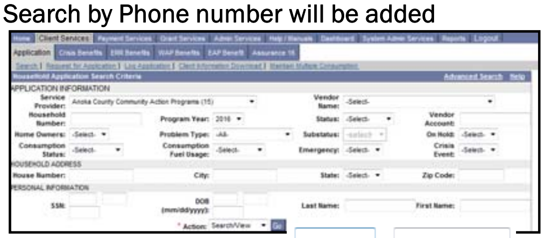
In IE Click on:
Tools > Internet Options > Content



Click on AutoComplete Settings > select ‘Forms’ and Save it

eHEAT Enhancements

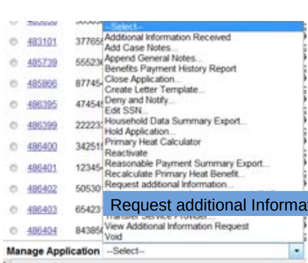
Search by Phone number will be added

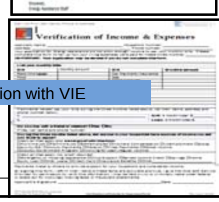


Phone number: 555 - 5555

eHEAT Enhancements

Request for Information Letter with VIE form

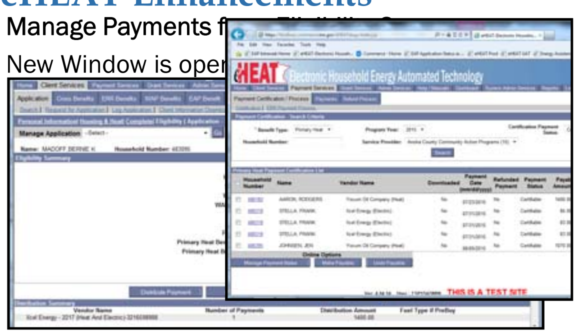




eHEAT Enhancements

Manage Payments f...

New Window is open...



New window function in eHEAT with buttons to other functions

Day Two Slides

eHEAT Enhancements

Already Presented

(Screens will be in Training Slides on Web)

- Household Member Screen updated order
- ERR Screens
- Less than 20% in Tank Crisis Screen Tools
- Vendor Post Delivery Information entry screen
- Performance Measure fuel type for Crisis & ERR
- No name match for vendor account number
- ERR Label Export from ERR Event Search Screen

Q&A

Ken Benson

Vendor Management

Jeff Mitchell

Vendor Management

Training Topics

1. Changes to Agreement
2. Changes to Vendor Monitoring
3. Changes to *Chapter 3 – Energy Vendors*

Vendor Agreements

AKA *Agreement Between Energy Vendors and Service Providers*

Vendor SME Group

Thank you

- Pam Wild, MVAC
- Sue Thompson, SEMCAC
- Phil Wold, Tri-Valley
- Rachel Bagley, Western Community Action
- Catherine Fair, CAPRWC
- Joan Markon, Fond du Lac
- Mary Heilman, AEOA

Vendor Agreements
Context

- Agreement is essential to set roles and responsibilities - particularly when there are misunderstandings or disputes
- SP must get signed agreements for all energy vendors they make payments to
- Energy vendors must sign an agreement with each SP
- Federal requirement

Vendor Agreements
When?

- During summer as part of start up
  - During monitoring
  - Offer T&TA
- Deactivate vendors who do not have agreements
- Update information (contacts, vendor name, etc.)

Vendor Agreements
Vendor Agreement Changes

I. The energy vendor and the Service Provider will:

3. Comply with the Minnesota Government Data Practices Act (MGDPA), Minn. Stat. Ch. 13, as it applies to all data provided by the Energy Vendor, the State, or its contractors under this agreement . . .
4. "Use information obtained from energy Vendor, the State, or its contractors for the sole purpose of performing responsibilities and duties for energy programs run by the State. Further, Service Provider and Energy Vendor shall implement and maintain appropriate and reasonable administrative, technical and physica safeguards to protect such information from accidental or unauthorized access, use, disclosure, and loss or destruction."

Numbers 4 thru 11 changed to 5 thru 12

Vendor Agreements
Vendor Agreement Changes

III. The energy vendor will:

Removed clause 20. which read:

~~20. Upon customer request, return to the household ant EAP funds remaining on the households account after September 30~~

Refund rule changed to all refunds must be sent back to the program

Vendor Agreements
Vendor Agreement Changes

Removed second sentence

IV. Either party to this agreement may terminate it at any time, with or without cause, upon thirty days written notice to each other and the State. ~~Upon termination, the energy vendor must provide an estimated final invoice for the energy vendor's services performed. Upon termination and submission of a final invoice, and upon acceptance of the final invoice by the state, the energy vendor will be entitled to payment for services satisfactorily performed.~~

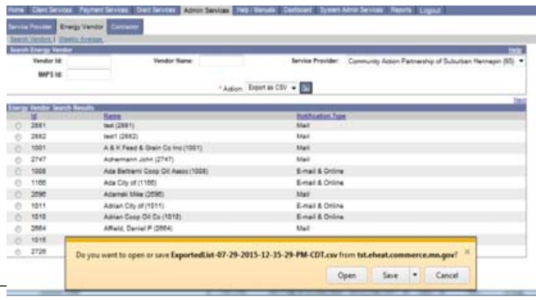
Vendor in eHEAT
Updating Vendors in eHEAT

Day Two Slides

Vendor in eHEAT

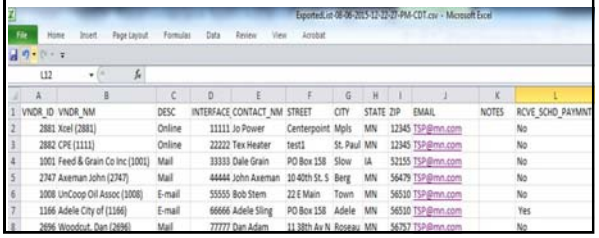
Download vendor list from

'Admin' menu>'Energy Vendor' Tab>Export CSV



Vendor in eHEAT

- Review for active vendors
- Give agreements to the active vendors
- Have inactive vendors disassociated with your SP
  – Send Vendor ID and name to eheat.doc



Vendor Monitoring

Vendor Monitoring

Topics

- Why?
- What's SP role?
- Tools
  - How to evaluate
  - What to look for
  - What to do

Vendor Monitoring

Why?

- HHD benefits rely on timely and accurate actions by vendors to be effective
- EAP paid more than $82 million to energy vendors in FFY15
- With over 400 active vendors, EAP relies on SPs to have capacity to examine this area of business for compliance

Vendor Monitoring

What's SP role?

To act as a compliance auditor by:

- Conducting examinations (sampling)
- Assessing results
- Conducting follow up, including:
  - Requiring corrective action if appropriate
  - Evaluating the vendors competency and offer training and technical assistance if needed
  - Escalating issues when needed

Vendor Monitoring

Intentions of Tool Improvement

Improve examination of vendor compliance by:

- Separating the SP sample from the information provided by the energy vendor
- Clarifying expectations for SP as vendor monitor

Vendor Monitoring

Updated Energy Vendor Monitoring Tools:

- *Energy Vendor Monitoring Report* (Appendix 3C)
- *Energy Vendor Monitoring SP Review Tool* (**new**)
- *Energy Vendor Monitoring Report Cover Letter* (Appendix 3B)

Vendor Monitoring

Energy Vendor Monitoring Report (Appendix 3C)

- This report is filled out by the energy vendor
- The form was revised and is now broken into two sections:
  - Section #1 is the PH file sample table
  - Section #2 is a Q&A section

Vendor Monitoring

Energy Vendor Monitoring Report (Appendix 3C)

EV Monitoring Report

Section #1 is the Primary Heat file sample table.

Added columns of info to help SP determine if correct payment amount was applied to HHD's account in a timely fashion.

- SP fills in first 3 columns of table (HHD#, Account #, Consumption period)
- Energy vendor fills out rest of table and gives necessary records

Provided by Service Provider							
HH #	Account #	Consumption period	(1) Name on account	(2) Household address	(3) Consumption costs	(4) Total Primary Heat grant placed on account	(5) Date(s) payment(s) were applied to account

- No Crisis file sample table because Crisis process includes validation and confirmation of the accurate benefit amount
- SP can sample Crisis, but it is not required

Vendor Monitoring

Energy Vendor Monitoring Report (Appendix 3C)

EV Monitoring Report

Section #2 is a Q&A section.

The energy vendor must answer all questions

Payments and Refunds

1. Does your company apply EAP payments received to the household account before other types of payments received (eg: Salvation Army payments, household payments, etc)?
☐ Yes ☐ No

2. When a household ceases as your customer, do you refund EAP funds (if any) back to the energy assistance program within 10 days or less?
☐ Yes ☐ No If no, explain:

- SP evaluates responses to determine if the energy vendor needs:
  - Training or technical assistance
  - Corrective action

Vendor Monitoring

Energy Vendor Monitoring SP Review Tool (New)

Review Tool

- New as of May 2015
- Tool to review *Energy Vendor Monitoring Report*
- Using Yes/No questions, tool helps determine if info is accurate and complies with EAP policies
- At the end of the tool, the SP summarizes findings/observations and next steps if needed
- Many of the questions used to appear on the *Energy Vendor Monitoring Report*

Vendor Monitoring

Energy Vendor Monitoring **Report Cover Letter** (Appendix 3B)

EV Monitoring Cover Letter

- This letter has been updated to include changes made to the *Energy Vendor Monitoring Report*

Energy Vendor Monitoring Report Cover Letter

Re: Energy Vendor Monitoring Report

Dear Energy Vendor:

Energy Assistance Program (EAP) Service Provider agencies routinely monitor a portion of their energy vendors to ensure compliance with the EAP agreement and program policies. By signing the EAP agreement annually, energy vendors agree to be periodically monitored and provide necessary monitoring information when requested.

Please take a few moments to complete the enclosed Energy Vendor Monitoring Report. The monitoring report has two sections, each with separate instructions. This form lists some households who received EAP under the EAP FFY2015 Program. For each of the households listed on this report, please do the following:

Vendor Monitoring

State Audit

- PPA will audit your process during visit

Vendor Chapter

Chapter 3 – Energy Vendors **Changes**

Vendor Chapter

Chapter 3 – Energy Vendors **Changes**

- New section **Entering Household Consumption During the Program Year**, pg. 3
- Changes to policies in **Refund** section, pg. 5
- Additions to **Vendor Crisis Post-Delivery Information** section**,** pg. 9
- Addition to **Access to Records** section. pg. 14
- eHEAT Security Administration

Vendor Chapter

Chapter 3 – Energy Vendors **Changes** (pg. 3)

New section **Entering Household Consumption During the Program Year:**

- States that energy vendors must supply consumption throughout the program year and shows how this is done in eHEAT

Vendor Chapter

Chapter 3 – Energy Vendors **Changes** (pg. 5)

Refund section, including the **Ownership of Assistance** section

- EAP funds always belong to the program
- EAP benefit is provided to HHD with the intention to purchase energy
- At the end of the program year, any unspent EAP benefits must remain on the HHD account for future energy costs
- HHDs cannot request cash refunds

Vendor Chapter

Chapter 3 – Energy Vendors Changes (pg. 5)

Two new sections were added to **Refund** section :

- Refunding Current Program Year Benefits
- Refunding Prior Program Year Benefits

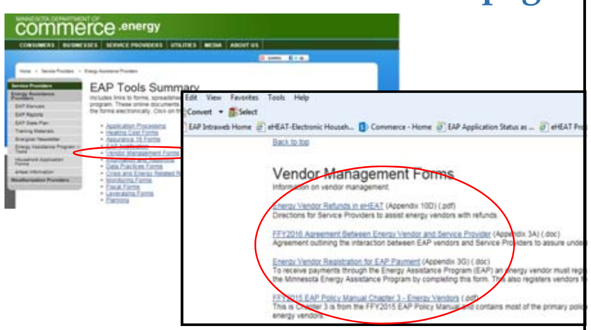
Vendor Chapter

Chapter 3 – Energy Vendors Changes (pg. 9)

Additions to the **Vendor Crisis Post-Delivery Info** screen in eHEAT include:

- 'Gauge not accessible' check box
- 'Total' field that is calculated by eHEAT
- 'Notes' field for SPs and energy vendors to make notes

Available on EAP Tools Webpage



Q&A

Ken Benson

Vendor Registration

Alex Larson

Vendor Registration/Maintenance

Vendor Registration

To receive EAP payments an energy vendor must register for *both* eHEAT and with the State of Minnesota (SWIFT).

- For a new vendor, both an eHEAT Vendor Registration form and a W9 form are required.
- EAP staff is not able to activate a vendor in eHEAT before the vendor is registered to receive payments from the State in SWIFT.

Vendor Registration

- Submit registration paperwork via fax or via secure email.
- Transmitting a vendor's SSN via unsecured email is a data practices violation
- For brand new vendor, registration is a two day process for Commerce fiscal.
- Requests to reactivate a previously used vendor do not require registration forms—send request to eap.mail or to Commerce fiscal staff.

Vendor Maintenance

The vendor has moved and needs payments and/or correspondence sent to a new location

- Send requests to EAP.Mail
- The address needs to be updated in both the eHEAT and SWIFT systems.
- If not updated in both locations, payments will continue to go to the outdated address.

Vendor Maintenance

The vendor would like to update its direct deposit account information

- Bank Change Request Form available on Tools on the web.
- This update is handled directly by Minnesota Management & Budget—Commerce staff does not have access to vendor bank information.
- Finalized form should be submitted by vendor directly to MMB as indicated on the document.

Vendor Maintenance

The vendor is operating under a new business name and would like it reflected in eHEAT

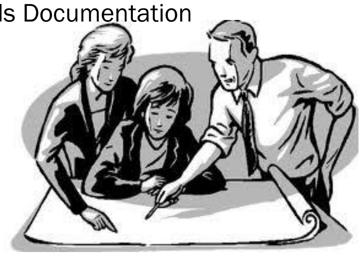
- If the vendor has a new FEIN (i.e., registered as a new LLC, merged with another entity), we need to set up a new vendor in SWIFT and eHEAT
- If the vendor has the same FEIN, Commerce fiscal can update the doing business as name in SWIFT and eHEAT.

Local Plan / Internal Controls Doc.

Andy Grewell

Service Provider Local Plan

- Overview
- Key Changes
- Internal Controls Documentation
- Procurement
- Timeline
- Q&A



Service Provider Local Plan

Overview - the Local Plan shows that SPs:

- Organize complex activities
- Communicate shared goals, plans
- Understand their environment, their own capacity, their context, needs, strengths/weaknesses
- Measure their success, impact, progress, outputs/outcomes, efficiency

= Successfully manage the program
w/ accountability to communities and to Commerce

Service Provider Local Plan

Key Changes

- Removed internal control crossover items
- Added *Internal Controls Documentation*
- Added *Service Provider ERR Procurement Policies and Procedures* attachment

Service Provider Local Plan

Internal Controls Documentation

- Organized in accordance with *Standards for Internal Control in the Federal Government*
- An organizational process that can aid agencies in working more efficiently and effectively, reporting accurately on their operations, and complying with applicable laws and regulations
- Office of the Legislative Auditor requires EAP to ensure appropriate control & management of public funds
- Green Book adopted by both Commerce & State of MN

Service Provider Local Plan

Internal Controls Documentation - Organization

- 17 Standards organized into 5 categories
  1. Control Environment
  2. Risk Assessment
  3. Control Activities
  4. Information and Communication
  5. Monitoring
- Use for:
  - Risk Assessment
  - Training needs
  - Oversight

Service Provider Local Plan

Internal Controls Documentation – Attachments

- The agency's most recent IRS Form 990
- Board of Directors attendance record
- Agency Bylaws (if a nonprofit agency)
- Agency Organizational Chart
- Copies of any sub-contracts funded with EAP funds in the past year (not including ERR costs)*
- Travel policies and procedures
- Contents page of agency policies & procedures
- Excerpt from agency chart of accounts
- Approved Cost Allocation Plan (if applicable)

Service Provider Local Plan

Procurement

- General procurement standards and methods, including:
  - How competitive bids are assured
  - How contractors are chosen
  - Why noncompetitive methods are used
  - Life-threatening vs. non Life-threatening
- Describe the process for eHEAT documentation

Service Provider Local Plan

Timeline

- **July 23:** Local Plan & ICD sent to SP
- **July 27:** Letter to Executive Directors
- **July 29:** Email attachment to EAP Coordinators
- **Aug 20:** Local Plan & ICD due back to Commerce
- **Aug 21- Sept 30:** Commerce review, contract execution

Q&A

Ken Benson

Monitoring, Auditing & Oversight

John Harvanko

Monitoring, Auditing & Oversight

One comprehensive system

- HHS monitoring Commerce
- OLA auditing Commerce
- EAP auditing SP
- SPs are audited by independent auditors
- SP monitoring of energy vendors

Monitoring, Auditing & Oversight

National, State and Local efforts

- Federal level
  Increased funds for staffing, monitoring, training, oversight
- State level
  Increased scrutiny, systems, controls, requirements, oversight, assessments
- Local level
  Self monitoring, risk assessment, oversight, Internal Controls Document

Day Two Slides

MINNESOTA DEPARTMENT OF COMMERCE

Monitoring, Auditing & Oversight

Office of Legislative Auditor

- Every year EAP gets audited by the OLA
- Several weeks in the state office
- Based on the State fiscal year

Monitoring, Auditing & Oversight

Two findings by OLA

- Commerce did not submit complete and accurate financial reports to the federal government for LIHEAP
- Commerce did not pay accurate indirect cost amounts from some federally-funded programs, including LIHEAP. This finding includes an unresolved prior issue

Monitoring, Auditing & Oversight

Other Recent State Level Oversight

- HHS program compliance visit, Aug 2014
- Review of EAP internal control by Commerce Internal Controls Director
- Internal investigation by the Commerce Enforcement Division
- Review by the OLA of Commerce's actions regarding CAMPLS
- Review by the OLA of the State's oversight of non-profits, in particular CAPs

Monitoring, Auditing & Oversight

Oversight has been increasing

- Exams are changing due to increased oversight
- All data should be accurate
- Increased scrutiny – 8 investigations – GAO to State to CAMPLS – this is the new world
- PARs are intended for improvement and accountability and risk mitigation
- SPs educate boards and leadership on changes
- Boards and leadership need to become informed to understand how to assess reports

Monitoring, Auditing & Oversight

Recent number of Findings & Recommendations

	Year		
	2013	2014	2015
Findings	27	26	35
Recommendations	58	49	29
Total	85	75	64

Monitoring, Auditing & Oversight

State Monitoring

DOC conducts two types of on-site visits

- Initial Program Assessment Visit (iPAV)
- Full Program Audit Visit (fPAV)

Team approach to auditing (Not just the PPAs)

- Internal review to PAR
- Working to be consistent
- Internal review of responses from SPs to PAR

Day Two Slides

Monitoring, Auditing & Oversight

Initial Program Assessment Visit (iPAV)

Focus
- Review findings & recommendations from prior year(s)
- Review LP & ICD – discuss questions & SP changes
- Ensure SP has necessary resources and is ready
- File review
- Provide Training and Technical Assistance (T&TA)

Prior to visit
- Send T&TA requests to your PPA
- Do not save questions for the visit, send immediately to your PPA or eap.mail

Monitoring, Auditing & Oversight

Full Program Audit Visit (fPAV)

Focus
- In-depth review of SP's program implementation
- Review of Primary Heat, Crisis and ERR files
- Review payroll records
- Inventory
- Additional documents as needed

Prior to visit
- Full Program Audit Tool (fPAT)
- Send T&TA requests to your PPA
- Do not save questions for visit, send to PPA or eap.mail

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

- PH – 30 files, plus:
  - 5 Self employment
  - 5 No income
  - 5 Denied
  - All consumption > $5,000
- Crisis – 30 files
- ERR – 5 files, plus
  - All tasks > $5,000

Monitoring, Auditing & Oversight

File Sample Review – Why so many files?

Statistical significance
- Each SP has a "population" of files
- We can't review all of them
- By reviewing random sample of whole population, we can get a relatively good representation of the whole
- Even 30 files out of 1000+ is not entirely representative

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

PH – Application Processing
- Apps are dated/signed by applicant
- Apps are date stamped / logged day they arrive
- Complete, documented income for HH members
- Accurate income calculation of EAP HH
- Complete documentation notes in file/in eHEAT
- Copies of any correspondence with HH
- Documentation of research done in response to a question, complaint, or appeal, if applicable
- Delivery of timely program services
- Maintain proper EAP data security practices

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

PH – Eligibility Determination
- HH member info
- HH income documentation & calculation
- Housing type & status (e.g., subsidized, HIR)

PH – Benefit Amount Determination
- All of the above, plus:
  - Fuel type
  - Home heating system status (e.g., dual fuel)
  - Consumption

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

Crisis – Eligibility Determination

- Past due bills in file or documentation of emergency
- Documentation of energy vendor verification
- Available PH payments did not resolve the emergency. Check if PH payments were made payable after Crisis benefit determined
- SP - HH correspondence notes in file or eHEAT
- Check that eHEAT Crisis reason matches documented rationale
- Are SPs doing reasonability checks for delivered fuel?

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

Crisis – SP Response

- For HH in a life-threatening situation the LIHEAP law requires that the threat to life be removed within 18 hours of a household requesting crisis
  - No heat in the house
  - No heat distribution
- For HHs experiencing immediate energy emergencies that are not life threatening SPs must approve crisis services within 48 hours
- Compare crisis reported date to completion/approval/ payment date

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

Crisis – Benefit Amount Determination

- Compare the crisis amount with the vendor verification documentation and PH benefit amount
- Is the SP properly using the Crisis amount and fees boxes in eHEAT?

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

Crisis – Benefit Amount Determination

- Compare the Crisis amount with vendor verification documentation and PH benefit amount
- Is the SP properly using the Crisis amount and fees boxes in eHEAT?

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

ERR – Eligibility

- Documentation of:
  - Proof of ownership
  - qualified dwelling.
  - Valid request for repair or replacement, including description of the problem.
  - Eligible heating system (e.g., not redundant)
- ERR-related app info matches eHEAT info
- Verify that changes to app are documented

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

ERR – SP Response

- For HH in a life-threatening situation the LIHEAP law requires that the threat to life be removed within 18 hours of a household requesting crisis
  - No heat in the house
  - No heat distribution
- For HHs experiencing immediate energy emergencies that are not life threatening, SPs must approve crisis services within 48 hrs
- Compare reported date to complete/approval/pymt date
- Documentation that temporary heat was provided appropriately

Day Two Slides

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

ERR – Benefit Amount Determination

Documentation of:

- Contractor's determination of need for response to ERR request (need for repair or replacement)
- "Manual J" calculations

Monitoring, Auditing & Oversight

File Sample Review – What do we look for?

ERR – Other

- Inspection Certificate
- 50% of furnace replacements & retrofits inspected
  - Must be inspected prior to contractor payment
- Completion Certificate
  - Required for all repairs & replacements > $1,000
  - Signed and dated by homeowner & contractor
  - Must include model and serial numbers
  - If inspected, inspector signature
- Itemized Invoices
- Procurement approach

Monitoring, Auditing & Oversight

Findings & Recommendations

- To point out areas that should or must be improved
- By finding improvement areas, can take action
- Want to ensure that we:
  - Deliver the highest quality of service to communities
  - Comply with applicable laws
- Not meant as punishment or to reprimand
- Use the audit as a tool to improve services to HHs
- Approach to PARs and responses are done as a team
- Need timely response to PAR

Monitoring, Auditing & Oversight

Questions During the Program Year

- Call or email your Program Performance Auditor
- Can also email your questions to eap.mail
- Emails with private HH data must be sent securely
  - Check with your IT staff about how to do this

Monitoring, Auditing & Oversight

Internal Controls Document

- New attachment to the LP
- Much of the info was previously requested in the LP

Monitoring, Auditing & Oversight

SP Risk Assessment

- Requirement from numerous sources: GAO, OLA, Minnesota Office of Grants Management, etc
- Over time we have incrementally developed a risk assessment model at the State level
- Risk assessment continues to evolve
- Based on GAO's Green Book of Internal Controls (as are many other tools, e.g., LP and ICD)

Day Two Slides

Monitoring, Auditing & Oversight

SP Risk Assessment

- LP & ICD are major sources of data for risk assessment
- Will be used to allocate State resources for program oversight activities, including:
  - Initial Program Assessment Visits (iPAV)
  - Full Program Audit Visits (fPAV)
  - Desk Monitoring and fiscal tool
  - Training & Technical Assistance
  - Corrective Action Plans
- Goal is to use SP risk assessment results with SP to enable improvement

Monitoring, Auditing & Oversight

FFY16 Program Performance Auditor Assignments

Amanuel Asghedom amanuel.asghedom@state.mn.us 651.539.1806		Andy Grewell Andrew.Grewell@state.mn.us 651.539.1814		Shamiere Bridgeford Shamiere.Bridgeford@state.mn.us 651.539.1836	
ID	Service Provider	ID	Service Provider	ID	Service Provider
53	LSS	6	AEOA	15	Anoka County
7	Lakes & Pines	16	CAPRWC	4	Bi-County CA
24	Minnesota Valley	31	Fond Du Lac	30	Bois Forte
1	Northwest CA	19	Heartland CA	65	CAPSH
22	SMOC	3	Inter-County CA	52	Clearwater County
64	Todd County	5	KOOTASCA	10	Mahube-OTWA
13	Tri-CAP	33	Leech Lake	20	Prairie Five CA
2	Tri-Valley	39	Red Lake	61	Renville County
12	West Central CA	18	Scott-Carver-Dakota	26	Semcac
41	White Earth	25	Three Rivers CA	21	Western CA
44	Wright County				

Q&A

Ken Benson

Fiscal Management

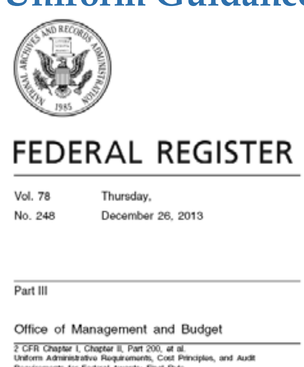
Alex Larson

Fiscal Management

Topics

- New Uniform Guidance
- Transparency Act Reporting and DUNS numbers

New Uniform Guidance



FEDERAL REGISTER

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Part III

Office of Management and Budget

2 CFR Chapter I, Chapter II, Part 200, et al.
Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards; Final Rule

Day Two Slides

New Uniform Guidance

- Office of Mgmt and Budget (OMB) released new Uniform Administrative Requirements, Cost Principles, & Audit Requirements for Federal awards on Dec 26, 2013
- To be implemented for EAP FFY16
- LIHEAP Grant is exempted from most requirements outlined in the guidance

New Uniform Guidance

- Strongest impact is on relationship between SPs and their auditors
- Furthers oversight and risk assessment requirements for grantees with subrecipients
- Encourages grantees and subrecipients to develop an Indirect Cost Plan

Transparency Act Reporting

Transparency Act Reporting

- Requirement of all agencies which provide subgrants of Federal funds which exceed $25,000.
- Subgrants are entered by Commerce into the FFATA system.
- Goal is to provide visibility to citizens regarding how Federal funds flow through State and Local governments

Transparency Act Reporting

- Compliance with requirements has been an area of focus for the Office of the Legislative Auditor.
- DUNS number is a prerequisite for a subgrant to be entered into FFATA
- SPs are required to have an approved and active DUNS number

New Uniform Guidance

New Uniform Guidance

- Office of Management and Budget (OMB) released new Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards on December 26, 2013.
- To be implemented for EAP FFY16
- LIHEAP Grant is exempted from most requirements outlined in the guidance

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Transparency Act Reporting

Transparency Act Reporting

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Transparency Act Reporting

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- DUNS number is a prerequisite for a subgrant to be entered into FFATA
- SPs are required to have an approved and active DUNS number
- http://fedgov.dnb.com/webform

Q&A

Ken Benson

FFY16 EAP Annual Training

Day Two Slides

Contracts

Shamiere Bridgeford

Contracts

- Overview
- Changes
- Components
- Timelines

Contracts

Overview

EAP Contract addresses three areas

- Grant administration
- Fiscal management
- Performance/compliance requirements

Contracts

Contract Changes

- Internal Controls Document (ICD) is part of the contract grant package
- Uniform Guidance 2 CFR 200 compliance
- Program Specific Audit clause (language is the same, but invoking clause is possible)

Contracts

Contract Components

- FFY16 EAP Grant Contract
- FFY16 Local Plan
- FFY16 Internal Controls Document (ICD)
- Supplements

Contracts

Contract Components (cont.)

- Supplements
  - eHEAT Admin Security Agreement
  - Affirmative Action Certificate
  - Certification Regarding Lobbying, Debarment…
  - Current Certificate of Compliance from MN DHS
  - Conflict of Interest Policy Statement

Exemptions: County agencies, reservations and SPs with fewer than 40 employees

FFY16 EAP Annual Training

Day Two Slides

Contracts

Contract Submission Reminders

Return the two contracts with:

- Original, wet signatures of the Board Chair or the authorized signatory.
  - If not signed by Board Chair, signature authority granted by Board must accompany grant contract
- Signature of Cert. for Affirm. Action & Lobbying
- FFY16 LP wet signed by ED
- FFY16 ICD wet signed by ED & Board Chair
- Supplements

Contracts

Grant Contract and Local Plan Timelines

- July 23: LP template email attachment to EAP Coordinators
- Aug 20: Proposed LP & ICD submissions due to Commerce by 4:00pm
- Aug 21 – Sept 17: LP review and follow-up
- By Mon, Sept 21, 2015: All Contracts and final LP & ICDs are printed and signed by authorized SP personnel must be received by Commerce

Contracts

Grant Contract and Local Plan Timelines

- By Sept 25: Fully executed Grant Contract & LP will be sent to SPs
- NFA also provided as part of this contract package providing authority to spend FFY16 funds effective Oct 1, 2015
- By Oct 1, 2015: Commerce executes and distributes contract documents with LP & ICD

Q&A

Ken Benson

Next Steps

John Harvanko

- Turn Around Document
- Training slides on the web
- Winter is Coming

Debrief

Jeff Mitchell

Close Adjourn

John Harvanko

Attachment 1

INSTRUCTIONS FOR COMPLETING 2015-2016 MINNESOTA ENERGY PROGRAMS APPLICATION

These instructions help you complete your **2015-2016 Minnesota Energy Programs Application**. The application is used to apply for the Energy Assistance Program (EAP), Weatherization Assistance Program (WAP) and the Conservation Improvement Program (CIP). The Minnesota Energy Programs Application is available in Spanish or in large print from your local EAP Service Provider or online at www.mn.gov/CommerceEAPApplication.

To apply for the Energy Programs, you must send to your local EAP Service Provider:

- The completed application with all questions answered and the last page signed and dated.
- A copy of proof of income received in the last 3 full calendar months for each household member.
- A copy of your last heating bill and your last electric bill.
- A copy of your last fuel receipt if you use delivered fuel for heating.

Failure to provide required documents may result in delay or denial of your application.

PART 1. Personal Information: Fill in your Social Security Number (SSN), name, current home address, phone number, and contact information. The primary household member must provide a verifiable SSN to process your application. Contact your local EAP Service Provider if no one in your household is able to provide an SSN. You may be able to provide an alternative legal document number.
Authorized Representative: This is someone you give permission, in writing, to act for you for these programs. If you want this person to receive all your EAP mail, write his/her address on the application.

PART 2. Household Information: Fill in all the information for everyone living in your home. ALL people living in the home are household members if they share the kitchen or other living areas in the home. Live-in care providers are not counted as household members if you have proof from a health care provider that daily medical care is required. The Social Security Number for other persons in the household is requested (optional). Non-custodial parents may include their minor children under age 18 as household members.

Sources of Income and Other Assistance:

- ~~**NOTE:** For 2015-2016, maximum income guidelines have returned to 50% of State Median Income (see table on page two of the application).~~
- Mark (x) all sources of income for all members of your household.
- Report all income and all money received by each household member in the last 3 full calendar months.
- Send proof of all gross income received by all people in your household in the last 3 full calendar months before the month you sign your application. Send copies, originals will not be returned.

Proof of Income by type:

- **Wages:** Check stubs or a written statement signed by your employer stating gross wages.
- **MFIP, DWP, GA:** Statement from the county showing monthly amount or bank statements.
- **Spousal Support or Alimony:** Checks, bank deposits, or a note signed by the payer stating the amount and dates of received payments or other proof of amount received.
- **Disability Payments, Veteran's Benefits, Workers' Compensation, Social Security, RSDI and SSI:** Award letters, bank statements showing direct deposits or a copy of the check(s).
- **Unemployment Compensation:** Unemployment weekly benefit printout from www.uimn.org. Click on "Log in to My Account" and log in, go to "View and Maintain My Account," then "Payment Information," and enter date range for the last 5 full calendar months.
- **Self Employed, Farm, and Rental Income:** The first 2 pages of your most recent IRS-1040 tax return. If you did not file taxes or you have been self-employed less than 2 years, call your local EAP Service Provider and ask for a *Self-Employment Form*. Enter the date your business started in the space provided on page two of the application.
- **Interest, Dividend:** Bank statements or your IRS-1099 or IRS-1040.
- **Retirement Income:** Benefit checks/stubs, bank statements or award letter.
- **Pensions and Annuities:** Benefit checks/stubs, bank statements or award letter.
- **Tribal Bonus, Judgments or Per Capita Payments:** Benefit checks/stubs, bank statements or award letter.
- **No Income:** If your household has no income and no one is self-employed, call your local EAP Service Provider for a *Verification of Income & Expenses* form.

****Please send a copy of your proof of income. Originals will not be returned****

PART 3. Housing Information: Check the type of housing you live in, how long you have lived there and your monthly payment. If you are a **renter**, tell us if you receive a housing subsidy, whether you pay heat or electricity and your landlord's name, phone number and address.
You are a homeowner if you own, are buying your home, have a home mortgage or contract for deed.
Homeowners: If you have a furnace heating problem, we may be able to provide repair services.

Self-employed: If your residence is used for work or you rent out space in your home, complete this section.

PART 4. Heating Sources: Put "1" by the heating fuel you use the most and "2" by all other heating fuels.

- If your home is heated with more than one type of heating fuel, mark all boxes that apply.
- **If you use electric heat as a heating source**, it must provide most or all the heat to one or more rooms (excluding bathrooms) or provide heat to the entire home. Electric is not a heat source if only used to run the furnace fan or the thermostat.
- Enter the name of the heating and electric company providing energy to your home.
- Include the name on the account and the account number.
- Wood, corn, pellet or other biofuel users: Show how much of your heat it provides. Do you cut or grow your own wood, corn, pellets or other biofuel? Enter the number of bedrooms in your home.

PART 5. Permissions and Signature: Read the permissions carefully. **An adult, 18 years of age and older or emancipated minor must sign the application. Return the application to your local EAP Service Provider. Your application must be received within 60 days of the date signed. It must be postmarked or received no later than May 31, 2016.**

- ANY missing information may delay decisions regarding your eligibility and benefit amount.
- Your local EAP Service Provider may be able to help you pay your past due energy bills and/or arrange a monthly payment plan with your heating and/or electric company.
- Your application will be processed as quickly as possible. You will receive a letter when your application is completed.

Important Notice:

The Energy Assistance Program may provide eligible households with energy crisis assistance. Write down the name and phone number of your local EAP Service Provider and call them if:

- Your energy services are or will be shut-off,
- You are unable to get a delivery of fuel, or
- You own your home and your furnace is not working.

Weatherization Assistance Income Eligibility Guidelines

You may be eligible for the Weatherization Assistance Program (WAP) even if your household's income is higher than the EAP limits. WAP is an energy efficiency program provided at no cost to you. For WAP, your household income cannot be more than these income guidelines for three months.

* For each additional household member, add $2,080 to the three-month eligibility income.

* Guidelines are subject to change based on federal adjustments.

Household Size	Income
1	$ 5,885
2	$ 7,965
3	$10,045
4	$12,125
5	$14,205

Cold Weather Rule Protection: If you use natural gas or electricity to heat your home or you need electricity to operate your thermostat or furnace fan, you may be eligible for Cold Weather Rule protection.

- The Cold Weather Rule helps restart your service for the heating season and keep your heat on between October 15 and April 15.
- **To get Cold Weather Rule protection, you MUST contact your energy companies and make and keep a payment plan. If you miss a payment, you lose your protection and you could lose your heat.**
- If you receive Energy Assistance, you pre-qualify for Cold Weather Rule protection. The Energy Assistance Program does not replace what you need to pay.
- Local EAP Service Provider staff can help you make a reasonable payment plan with your energy companies.

For office use only

HH:________________

Referral ☐ ___________

Rep#:________________

Grant amount:__________

Please use black ink to complete your application

2015-2016 MINNESOTA ENERGY PROGRAMS APPLICATION

MINNESOTA DEPARTMENT OF COMMERCE

Before completing this application, carefully read the enclosed "Your Rights and Responsibilities" and Instructions.

Part 1. Personal Information - Verify all preprinted information is correct. Enter changes as needed.

Your Social Security Number:

Disclosure of Social Security Number for the primary applicant is required. If you do not provide your verifiable social security number, your application cannot be processed. AUTHORITY: Section 205(c)(2)(C)(i) of the Social Security Act, 42 U.S.C. § 405(c)(2)(C)(i) USE: The State will use Social Security Numbers in the administration of the LIHEAP to verify information supplied on the application, to prevent, detect, and correct fraud, waste, and abuse, and for the purpose of responding to requests for information from agency programs funded by block grants to states for temporary assistance for families in need.

Your Name:

MM/DD/YYYY

___________________ ____ ___________________ ___/___/______

First Name M.I. Last Name Date of Birth

Current Home Address:

___________________ ____ ___________ _MN_ __________-______

Street Apt. # City State Zip Code

Mailing Address (if different from Home Address):

___________________ ____ ___________ _MN_ __________-______

Street or PO Box Apt. # City State Zip Code

County: ____________________ **Township:** ____________________

Home Phone: (_____) ______________

Daytime or Other Phone (if different from home phone): (_____) ______________

Primary language spoken in home: ____________________

E-mail address: ____________________

Authorized Representative: If you complete this section, you give the "Authorized Representative" permission to act for you. If you include his/her address below, this person will receive all your mail for this program instead of you.

First Name ______________ Last Name ____________________ Phone (___) ______________

___________________ ____ ___________ _MN_ __________-______

Street or PO Box Apt. # City State Zip Code

YOU MUST SIGN AND DATE THIS APPLICATION AT THE BOTTOM OF THE LAST PAGE

Part 2. Household Information

LIST ALL HOUSEHOLD MEMBERS, STARTING WITH YOU:

First Name, M.I, & Last Name	Social Security	Date of Birth MM/DD/YYYY	Race	His-panic Y/N	Sex M/F	Dis-ability Y/ N	Years Of School	Veteran Y/N	Have Income Y/N
1. (self)	(required)	/ /							
2.		/ /							
3.		/ /							
4.		/ /							
5.		/ /							
6.		/ /							
7.		/ /							
8.		/ /							

Attach a separate sheet if necessary for any additional household members.

Race: **A =** Asian **B** = Black or African American I = American Indian or Alaska Native
P = Native Hawaiian or Other Pacific Islander W = White M = Multi Race O = Other

Is anyone in your household currently an employee *or* board member of this energy assistance agency? ☐Yes ☐No

How many people in your household had income in the past 3 months? ________________

SOURCES OF INCOME AND OTHER ASSISTANCE (Check all that apply for your household and **send proof of income**)

- ☐ Wages
- ☐ Self-Employment/Farm Income*
  Date Business started: _________
- ☐ Rental Income
- ☐ Unemployment Compensation
- ☐ Workers' Compensation
- ☐ Interest or Dividend Income
- ☐ Contract for Deed Interest
- ☐ Veterans' Benefits
- ☐ Social Security Retirement Benefits

- ☐ Social Security Disability Income (SSDI)
- ☐ Supplemental Security Income (SSI)
- ☐ Retirement Survivors Disability Insurance (RSDI)
- ☐ Retirement Income
- ☐ Pension/Annuity (including quarterly and annual)
- ☐ Tribal Bonus, Judgments or Per Capita Payments
- ☐ Diversionary Work (DWP)
- ☐ Long/Short-term Disability
- ☐ Minnesota Family Investment Program (MFIP)
- ☐ General Assistance (GA)

- ☐ Alimony or Spousal Support
- ☐ Other:

No proof of income required for the following:

- ☐ Child Support
  Monthly amount $_________
- ☐ Food Support
- ☐ Earned Income Tax Credit
- ☐ No Income (contact local EAP Service Provider)

Send proof of all gross income received by all people in your household in the **last 3 full calendar months.** Send copies, originals will not be returned. Wages for children in grades K-12 are not counted.

*If self-employed, send first 2 pages of your most recent IRS-1040 tax return. Contact your local EAP Service Provider if your business was started less than two years ago.

Your application will be delayed if you do not include proof of income.

You must sign and date the last page of the application. It must be postmarked or received on or before:

May 31, 2016.

If you sign application in:	Send proof of gross income received in the months of:	For EAP, your household income cannot be more than these income guidelines for three months: Household Size	Income
Aug 2015	May, June, July 2015	**Household Size**	**Income**
Sept 2015	June, July, Aug 2015	1	$5,987
Oct 2015	July, Aug, Sept 2015	2	$7,829
Nov 2015	Aug, Sept, Oct 2015	3	$9,671
Dec 2015	Sept, Oct, Nov 2015	4	$11,514
Jan 2016	Oct, Nov, Dec 2015	5	$13,356
Feb 2016	Nov, Dec 2015, Jan 2016	6	$15,198
Mar 2016	Dec 2015, Jan, Feb 2016	7	$15,543
Apr 2016	Jan, Feb, March, 2016	8	$15,889
May 2016	Feb, March, April 2016	9	$16,234

Part 3. Housing Information

<table>
<tr>
<td rowspan="4">Type of Housing:
☐ House
☐ Apartment/Condo
☐ Townhouse
☐ Mobile Home
☐ Duplex
☐ Triplex
☐ Fourplex
☐ Other________________

How long have you lived in your current home?

______Years _____Months</td>
<td>Do you pay for rent or mortgage? ☐Yes ☐No If yes, amount:_________ (required)</td>
</tr>
<tr>
<td>Renters: Do you get a rent subsidy or do you live in subsidized housing? ☐Yes ☐No
Is heat included in your rent? ☐Yes ☐No Is electricity included in your rent? ☐Yes ☐No
Landlord's Name:______________________________________Phone:____________________
Address:____</td>
</tr>
<tr>
<td>Homeowners: Do you own or are you buying your home? ☐Yes ☐No
Are you having problems with your furnace? ☐Yes ☐No If yes, please describe problem:

Keep our phone number and call us if you have furnace problems.</td>
</tr>
<tr>
<td>Business Use of Home: If you are self-employed, is the business at your home? ☐Yes ☐No
If Yes, what kind of business and what work is done in your home or on your property?
____

Do you rent out part of your home to anyone? ☐Yes ☐No</td>
</tr>
</table>

Part 4. Heat Sources (note: Electricity is only a heat source when used to provide heat to one or more rooms.)

➡ Put "1" in the box by the **heating** fuel you use the most and "2" by other heating fuels you use to heat your home.

Oil	☐	Propane/LP	☐	Wood	☐	Pellets	☐	Municipal Steam	☐
Natural Gas	☐	Electricity	☐	Corn	☐	Other Biofuel	☐	St. Paul Dist. Heating	☐

What energy companies supply heat and electricity to your home?

	Heating No. 1	Heating No. 2	Electric
Company name:			
Name on Account:			
Account number:			

SEND A COPY OF YOUR LAST HEAT AND ELECTRIC BILLS OR FUEL RECEIPT WITH THIS APPLICATION

Do you heat with wood, pellets, corn or other biofuel? ☐Yes ☐ No If **Yes**, answer the next 3 questions:

1. What percent of your heat does this supply? (use chart) **(Circle the percent used last year from wood, corn, pellets, other.)**
2. Do you cut your wood or grow fuel corn? ☐Yes ☐ No
3. How many bedrooms are in your home? __________

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Use sometimes			Half of the time			Almost Always			All

If you are having an energy emergency right now, check type of emergency below and send a copy of the notice from your energy company showing the amount owed:

☐ Already disconnected. Company: ____________ Disconnect Date:_________________ Amount Owed:_________________

☐ Received disconnect notice. Company:______________ Date Scheduled:_______________ Amount Owed:_____________

☐ Fuel tank empty (or less than 20% in tank). What % is in your tank today:____________ Amount Owed:________________

Please contact your energy company to set up a payment plan.

Do you use electricity to heat your home? ☐ Yes ☐ No. If yes, check the box(es) below to indicate how it is used.

☐ Furnace fan/blower only

☐ Space heaters used as needed

☐ Space heaters are the <u>only</u> source of heat for one or many rooms. List the room(s):_________________________________

☐ **Other electric heat used**. Check all that apply: ☐Baseboard Heat ☐In Floor System ☐Electric Furnace ☐Heat Pump

List the rooms where electric heat type above is the <u>only</u> source of heat: ____

If you are not registered to vote, would you like a voter registration card? ☐ Yes *(You do not have to answer this question)*

Would you like 30% of your energy assistance benefit paid on your electric bill? ☐Yes ☐No

Part 5. Consent and Signature for October 1, 2015 to September 30, 2016

1. I give my consent for my heating and electric companies to give data about my account and energy use to the Minnesota Department of Commerce (Commerce) and Commerce's contractors for the Energy Assistance Program (EAP), the Weatherization Assistance Program (WAP) and the Conservation Improvement Program (CIP).
2. I authorize the Social Security Administration and the Minnesota Department of Human Services (MDHS) and its affiliated agencies to share data concerning my Social Security Number and public benefits received within the last year for eligibility for benefits with Commerce and Commerce's contractors for EAP, WAP and CIP.
3. I authorize Minnesota EAP, WAP, and CIP to:
   - Contact my employer to verify my income.
   - If I rent, to contact my landlord to confirm my residency and/or heating source.
4. I authorize my local EAP, WAP and CIP Service Providers to contact me for outreach and referral.
5. By signing, I affirm that all data in this application is correct. I also acknowledge that:
   - I currently reside in the address listed on this application.
   - I am signing on behalf of all household members.
   - I may have to prove my statements.
   - I may be held civilly or criminally liable under federal or state law for knowingly making false or fraudulent statements.
   - I have rights under EAP, WAP, and CIP. I have received a copy of the "Privacy Notice and Your Rights and Responsibilities" and agree to its terms and conditions.
   - I may appeal local Energy Programs Service Provider decisions about my benefits.
   - I understand that filling out this application does not guarantee that my household will receive assistance.
   - I am an adult or emancipated minor.

Print Name: ______________________________

Signature: ____________________________ Today's Date: ________________

We must receive your application within 60 days of the date you sign it. This application must be postmarked or received no later than May 31, 2016. Funds may not last, apply early.

Privacy Notice and Your Rights and Responsibilities

Privacy Notice

<u>Privacy Act Provisions</u>: Federal and state laws require us to tell you about your rights and responsibilities before we collect and use information about you that is classified as private or confidential. This form provides you with important information that complies with the federal Privacy Act of 1974, 5 U.S.C. § 552a(e)(3) and the Minnesota Government Data Practices Act, Minn. Stat. § 13.04, subd. 2 (also referred to as a Tennessen Warning).

Please read this *Privacy Notice* carefully before completing and signing the *Minnesota Energy Programs Application*, and keep this *Privacy Notice* in your records for future use. This *Privacy Notice* applies to the Energy Assistance Program (EAP), Weatherization Assistance Program (WAP) and Conservation Improvement Program (CIP), also known as Energy Programs.

<u>Why do we collect the information on the application?</u>
We will use your information to research, evaluate and administer the Energy Programs.
We need the information:

- To know you from other individuals.
- To see if you qualify for assistance.
- To allow us to get federal or state funds for the assistance you receive.
- To meet federal or state reporting requirements.

<u>Do you have to give us the information?</u>
You have the right to not give us the information we ask for.

<u>What happens if you give or do not give us the information?</u>
If you give us the information requested on the application, your application will be processed.
If you do not give us that information:

- Your application will not be processed.
- You might not receive services.
- You might not receive help with energy bills.
- Your services might be delayed.

We will keep whatever information you give us, whether or not your application is approved.

<u>Who may see this information?</u>
The following persons may receive information contained in your Energy Programs application if: (i) they need access to the application information to do their jobs in connection with the Energy Programs (EAP, WAP, and CIP), or (ii) they are otherwise authorized by federal or state law to receive it, or (iii) they use the information for reports, to measure outcomes, and for referrals and eligibility purposes:

- Local Energy Programs Service Providers under contract with the Minnesota Department of Commerce.
- Program auditors as required or permitted by Office of Management and Budget (OMB) circulars.
- Minnesota Departments of Administration, Commerce, Employment and Economic Development, Human Services, Revenue and MN.IT Services.
- United States Departments of Health and Human Services and Energy.
- Minnesota Public Utilities Commission.
- Minnesota Legislative Auditor.
- Persons so authorized pursuant to court order or subpoena.
- Your energy companies for affordability and Energy Programs.
- Minnesota Community Action Partnership.
- United States Social Security Administration.
- Lifeline/Telephone Assistance Plan for verifying program eligibility.
- Other agencies or entities as allowed by federal or state law.

<u>Why do we collect Social Security Numbers?</u>
We use Social Security Numbers in the administration of the Energy Programs (EAP, WAP, and CIP) to assure eligible applicants and their household members receive only allowable benefits. Federal law allows us to require you to disclose your Social Security Number in order to process your application and to prevent, detect and correct fraud and abuse. AUTHORITY: Section 205(c)(2)(C)(i) of the Social Security Act, 42 U.S.C. § 405(c)(2)(C)(i). The primary applicant is required to provide his/her verifiable Social Security Number in order to process your application. The Social Security Number of other household members will assist us in processing your application more quickly.
<u>Why do we ask for information about your race?</u>
This is voluntary information. It is compiled and recorded for statistical purposes only. The program cannot discriminate for reason of race or ethnic background, religion, gender, sexual orientation or political affiliation.

Your Rights and Responsibilities

<u>You have certain rights to get help</u>: You have the right:

- To apply again if you get turned down.
- To apply for more help if you need it.
- To know what the rules are and how we decide what help you get.
- To receive a response within a reasonable time of submitting all information.
- To appeal within 30 days after you are sent the results of your application if:
  - You are turned down or receive a denial letter and you think we used the wrong facts to make the decision.
  - You do not receive the help you were promised.

<u>You have these responsibilities:</u>

You must tell us if you or any member of your household:

- Received help with your energy bills earlier this winter.
- Move to a new address (tell us within 30 days of the move).
- Change your fuel dealer or gas or electric companies.

You must pay your heating and electric bills. This program will pay only part of your bills. You must pay the rest.

<u>What if you think the facts in your file are wrong?</u>

Talk to your local EAP Service Provider about what you think is wrong in your file.

<u>What happens if you give false information?</u>

The local EAP Service Providers or the Minnesota Department of Commerce may check and verify any of the information contained on your application or otherwise provided. You may be denied Energy Program benefits if you provide incomplete or false information. You may be held civilly or criminally liable under federal or state law for knowingly making false or fraudulent statements on your application.

<u>How do you complain?</u>

If you think your energy payment was not what it should be or you did not get the services you thought you would, you may contact the local EAP Service Provider listed on the application. If you are not satisfied with their answer, you may write an appeal letter to the local EAP Service Provider. Keep a record of their address and telephone number.

If you are not satisfied with their response to your appeal,

write to: Appeals Officer
Energy Assistance Program
Minnesota Department of Commerce
85 East 7th Place, Suite 500
St. Paul, MN 55101-2198

If you feel you have been treated differently because of your color, race, national origin, religion, sex, age, marital status, political beliefs, or physical, mental or emotional disability, write to one of the following:

Minnesota Department of Human Rights
Freeman Building
625 Robert Street North
St. Paul, MN 55155
www.humanrights.state.mn.us

-OR-

U.S. Department of Health and Human Services
Office for Civil Rights, Region V
233 North Michigan Avenue, Suite 240
Chicago, IL 60601
www.hhs.gov/ocr/civilrights/complaints

<u>Ask for Assistance</u>:

Call the local EAP Service Provider listed on the application to request the application in Spanish. If you do not understand the information in this document, call your local EAP Service Provider and ask for assistance. Their telephone number is usually listed on the first page of the Minnesota Energy Programs Application.

Attachment 2

FFY2016 Policy & Procedure

Attendees List By Organization

Name	Email	Phone	Organization
Heilman, Mary	mary.heilman@aeoa.org	218.748.7342	AEOA
Pelletier, Jean	jean.pelletier@aeoa.org	218.748.7352	AEOA
Miller, Debbie	dmiller@accap.org	763.783.4720	Anoka CAP
Linman, Tom	tlinman@accap.org	763.783.4942	Anoka CAP
Lien, Linda	linda.lien@bicap.org	218.547.3438	Bi-County CAP
Johnson, Debbie	debbie.johnson@bicap.org	218.333.9850	Bi-County CAP
Griener, Kimberly	kgriener@boisforte-nsn.gov	218.757.3261	Bois Forte
Thompson, Kathy	energyregistrar@boisforte-nsn.gov	218.757.3261	Bois Forte
Fair, Catherine	cfair@caprw.org	651.999.5701	CAPRWC
Lor, Mary	mlor@caprw.org	651.999.5714	CAPRWC
Santiago, Feleshia	fsantiago@campls.org	952.697.1358	CAPSH
Heesch, Cheryl	cheesh@capsh.org	952.697.1333	CAPSH
Kortan, Tammy	tammy.kortan@co.clearwater.mn.us	218.694.6164	Clearwater County
Machlitt, Kori	kori.machlitt@co.clearwater.mn.us	218.694.6164	Clearwater County
Markon, Joan	joanmarkon@fdlrez.com	218.879.4593	Fond du Lac
Savage, Patti	pattiJoSavage@fdlrez.com	218.878.2603	Fond du Lac
Elizondo, Patricia	pate@heartlandcaa.org	320.235.0850	Heartland
Holstrom, Paula	paulah@heartlandcaa.org	320.235.0850	Heartland
Flateland, Gayle	gflateland@intercountycc.org	218.796.5144	Inter-County
Mattfield, Randy	randym@kootasca.org	218.999.0821	KOOTASCA
Thompson, Evelyn	evelynt@kootasca.org	218.999.0823	KOOTASCA
Fuchs, Richard	richard.fuchs@lakesandpines.org	320.679.1800	Lakes & Pines
Lusk, Keith	keith.lusk@lakesandpines.org	320.679.1800	Lakes & Pines
Littlewolf, Connie	connie.l@llbo.org	218.335.3704	Leech Lake
White, Delia	Deliaw@llbo.org	218.335.3783	Leech Lake
Steinke, Judy	judy.steinke@lssmn.org	218.824.3753	LSS
Kelm, Vicki	vicki.kelm@lssmn.org	218.824.3757	LSS
Madson, Kim	kmadson@mahube.org	218.847.1385	Mahube-Otwa
Renner, Janice	jrenner@mahube.org	218.847.1385	Mahube-Otwa
Wild, Pam	pamw@mnvac.org	507.345.2431	MVAC
Cooke, Bridget	bcooke@mnvac.org	507.345.2436	MVAC
Bertilrud, Anne	abertilrud@nwcaa.org	218.528.3258	Northwest Community Action
Guerra, Nora	nora.guerra@prairiefive.com	320.269.6578	Prairie Five
Nissen, Angela	angela.nissen@prairiefive.com	320.842-8565	Prairie Five
Beaulieu, Lisa	lbeaulieu@redlakenation.org	218.679.1882	Red Lake
Graves, Gerry	gerry.graves@redlakenation.org.	218.674.1880	Red Lake
Markgraf, Peggy	pegm@renvillecountymn.com	320.523.3545	Renville County
Prekker, Andrea	andreap@renvillecountymn.com	320.523.3527	Renville County
Stauffer, Tammy	tstauffer@capagency.org	651.322.3509	S-C-D
Malahowski, Anne	aemalahowski@capagency.org	651.322.3524	S-C-D

Name	Email	Phone	Organization
Thompson, Susan	susan.thompson@semcac.org	507.864.8249	Semcac
Draper, Stacy	Stacy.draper@semcac.org	507.864.8239	Semcac
Mead, Doug	dmead@smoc.us	507.376.4195	SMOC
Bierman, Gayle	gbierman@smoc.us	507.376.4195	SMOC
Lodermeier, Marla	marla.lodermeier@threeriverscap.org	507.732.8523	Three Rivers
Engelhardt-Stott, Lynette	lstott@threeriverscap.org	507.732.8571	Three Rivers
Toppari-Sovich, Janel	janel.topparisovich@co.todd.mn.us	320.732-4423	Todd County
Falkowski, Pat	eap.desk@co.todd.mn.us	320.732-4516	Todd County
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Attachment 3

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