Good Morning,

Reminder that we will hold a telephone call today to discuss HEA programs. You should have received a calendar event, but the meeting join information is below.

This will be "the hard part"- as we get into the details of reorganizing and streamlining the programs to everyone's, and the PSC's satisfaction.

Agenda:

"how are we going to get all this done in the most efficient manner possible"

Overall discussion of goals, what needs to be accomplished, and strategy to move forward.

The goal of the call: leave with a framework for how we will get things done.

Main topics we need to tackle:

- What are the program options to be available?
    - What will those look like?
    - Target Customers
    - Goals of the programs
- What is the timeline for implementation?
- What do we do with the "legacy" programs?
- Contracts / sub contracts - Contract TEAM?
- Marketing TEAM?
- Reporting our progress to PSC

Details:
How do we best communicate?
Do we need to divide the work into teams / committees?
Do we need regular meetings?
Shared planning tools?
Shared document repository?
_____

Roger McCann
Executive Director
Community Action Kentucky, Inc.
101 Burch Court
Frankfort, KY 40601
Tel: +1 (502) 205-1724
E-mail: roger@capky.org
Linkedin

HEA Meeting #2 Agenda

Today's Meeting focuses on:

The programs Subsidy Slot and Crisis

Legal -

Priority items and timelines

PROGRAMS

Subsidy Slot Program

Defined program year, phases

1) Application intake: Fall Sept 1-Dec. **coincides with LIHEAP subsidy**

LIHEAP Starts October for Seniors. Disability on fixed income.

LIHEAP Subsidy Nov 1 – Mid December (16) General Application Period

Subsidy- DCBS – First letter of their last name

- -Concerns that starting benefits in January, some will receive disconnects Nov Dec.
- Could crisis cover?

2) Waitlist / prioritization / Slot Assignment (December)

3) Benefit Period

Option A 7 months – Jan Feb Mar April July Aug Sep

Option B 4 month - Jan Feb Mar April

4) Reconcile Report closeout

What needs to be agreed upon:

Eligibility

POP 200

_active client_____

_gas or electric_____

__ under a set arrearage amount ($700) _____

Or in combination with arrearage program

How do you prioritize the applicants? **BOTTLENECK**

> Waitlist more people than available slots

> 12 month history to determine burden?

> Files going back and forth- IT Involvement

> **Implement by December**

> > - **Maybe look at income- lowest? categories?**
> > - **Start simple review annually.**

> **Slots by income category? 100 slots for 0-33% 100 for**

Benefits: dollars per month **Is it the same for all utilities? leave to utilities**

> Fixed: _____

> Per utility: _____

> Per Fuel: _____

> > Unique to Utility- customer base

> > Total dollar amount- may be same whether

Are we agreed on these two models?

Option A 7 months – Jan Feb Mar April July Aug Sep

Option B 4 month - Jan Feb Mar April

BOTTLENECK

We need to get IT together to talk about automation of sending the data back and forth.

> Who gets a slot

> Who received a benefit

> Who moved, dropped out, etc.

> When a slot is open and needs to be filled

> Reporting

> Call for the it folks to start planning

IT Tasks: **BOTTLENECK**

Common file structure

Manual and automated?

We can start taking applications for the pool Sept 1 need to have the IT in place by December.

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Crisis Style Program

Program "Year" to follow same calendar as slot style

1 Open Program

2 Application

3 Transmit application to Utility

4 Utility posts credit on account

Period : Start Date _____ End Date _____

Or leave it to the utility?

Available until funds depleted

Eligibility

    POP 200

    _____

    _____

    ___disconnect pending? _prevent disconnect_____

    ___Express need?_____

What is the benefit? Variable or fixed?

Fuel Type?

One time or multiple up to the max like crisis?

Can it be used for reconnect fees, late pay?

It would be good to get Reprs and IT together to talk about how data can be transmitted efficiently.

Reporting and Monitoring

Deal with it in another meeting

Arrearage Program

Deal with it in another meeting

Over a set amount ($700)

Work in combination with other programs.

LEGAL TEAM

Contract BOTTLENECK

> Contract 1 - Utility to CAK
>
> Contract 2 - CAK to CAAS
>
> Put the program ops in appendix
>
> Client release of information to CAA, CAK, PSC, utility.
>
> Language on the client application, paperwork etc.
>
> Waivers, liability, etc.

When can we get these done?

ROAD BLOCK TO STARTING PROGRAM