

**Agenda**  
**Low Income Energy Advisory Board**

**Wednesday, June 6, 2012**  
**1:30 p.m.**

**Community Renewal Team**  
**555 Windsor Street**  
**Hartford, Connecticut**

- |      |                                      |           |
|------|--------------------------------------|-----------|
| I.   | Welcome                              | 1:30 p.m. |
| II.  | Approve Minutes of the April Meeting | 1:35 p.m. |
| III. | LIHEAP                               | 1:40 p.m. |
|      | a. CEAP Report                       |           |
|      | b. CEAP Subcommittee Report          |           |
| IV.  | Weatherization Program Update        | 2:00 p.m. |
| V.   | Operation Fuel Update                | 2:10 p.m. |
| VI.  | Next Steps                           | 2:20 p.m. |

# DRAFT

## Low-Income Energy Advisory Board Meeting

Wednesday, April 4, 2012

1:30 p.m.

Community Renewal Team

Hartford, CT

**Members:** Ben Daigle for James Gatling, Kate Quigley, Kristen Formanek, Lindsay Parke, Kerri Kemp, Taren O'Connor, Carlene Taylor, Frank Augeri, Laura Gonzalez, James McNally, Eddie Swift, Rob Norton and Brenda Watson for Patricia Wrice.

**Others:** Tom O'Brien, Joanne Balaschak, Michael Coyle, Joy Hollister, and Pam Trotman.

Agenda Item	Action						
Welcome	The meeting was convened at 1:35 p.m. by Pamela Trotman. She noted that the Chair was unable to attend due to a conflicting meeting. Council members introduced themselves.						
Approve Minutes of the February 1, 2012 Meeting	Brenda Watson moved approval of the February 1, 2012 meeting minutes and the motion was seconded by Eddie Swift. The motion was approved on a voice vote.						
FFY 2012 LIHEAP Update	<p>Pamela Trotman distributed the Proposed Substitute Bill No. 5445, An Act Concerning Supplemental Payments under the Connecticut Energy Assistance Program and asked for the board support on the proposed bill. After a brief discussion, the board requested clarification on the intent and purpose of the bill before supporting the bill.</p> <p>DSS reported on the administration of the CEAP through April 4, 2012:</p> <table><tr><td>Total Available Funds</td><td>\$79,748,093</td></tr><tr><td>Estimated Expenditures</td><td>58,275,988</td></tr><tr><td>Set Asides</td><td>8,553,077</td></tr></table>	Total Available Funds	\$79,748,093	Estimated Expenditures	58,275,988	Set Asides	8,553,077
Total Available Funds	\$79,748,093						
Estimated Expenditures	58,275,988						
Set Asides	8,553,077						

	<p>Approvals 2,369,134  Total \$69,198,199</p> <p>Estimated Balance \$10,549,894  Carry-Forward 7,953,272  Unobligated Funds \$ 2,596,622</p> <p>DSS reviewed 2011-2012 Comparison of Eligible Households by fuel type.</p> <p><u>CEAP/SAFA:</u>  Deliverable Fuel: 10% change  Natural Gas: -32.6% change  Electric:-25.3% change  Rental Assistance: -66.9% change  Total CEAP/SAFA percentage change from 2011 to 2012 is -24.3%</p> <p><u>CHAP:</u>  Deliverable Fuel: -13.3% change  Natural Gas: -34.2% change  Electric:-2.7% change  Total CHAP percentage change from 2011 to 2012 is -23.1%</p> <p>DSS informed the community action agencies to begin the utility program payments. Supplemental payments in the amount of \$200 will be issued within the next week.</p>
Weatherization Program 2013 Plan Update	<p>DEEP, reported that DOE announced a \$1.3M funding amount for Connecticut on February 9, 2012. DEEP subsequently modified its WAP Plan for the program year beginning April 1, 2102. Details of that plan were provided to LIEAB members, and a noticed hearing conducted on February 29<sup>th</sup> for the purpose of receiving public comment on the plan. DOE has since issued a conditional approval for 2012-2013 program year fund release. Several program details are near closure, including the program transition from DSS to DEEP, execution of contracts with</p>

	<p>the CAAs, and a second public comment hearing to be held at DEEP April 23<sup>rd</sup>.</p> <p>DSS reported that the AARA Weatherization Program has been extended to December 2012. This is a no cost extension. The program exceeded its goal of 7,500 units by weatherizing over 11,000 units. DSS expects to complete close to 14,000 units by the end of the program. DSS is working to complete all work by September 2012 to allow adequate time to close out the program.</p> <p>The board agreed to establish a working group to begin to develop recommendations for the 2012-2103 CEAP. Lindsay Parke agreed to coordinate the meeting. Members interested in joining the group will contact Lindsay directly. The group plans to meet later in the month.</p>
Operation Fuel	<p>Operation Fuel reported on its 2011-2012 Residential Program. 3200 household were served with at \$1.6M.</p>
Next Steps	<p>The next meeting is scheduled for Wednesday, June 6.</p>

APPLICATION DATA - June 4, 2012

ABCD	BCO	CACD	CRT	TEAM	HRA	CAA	NEON	TVCCA	GTE	NO	ACCESS	Total
11,331	3,508	4,710	27,520	4,375	4,604	12,723	2,527	8,873	2,701	23,855	8,160	114,887
Applications Taken												
Applications Approved												
CEAP Eligible	6,221	1,726	2,102	15,087	2,138	8,006	1,464	4,565	1,364	14,185	4,381	63,759
SAFA Eligible	822	316	490	2,191	473	783	206	890	178	2,183	784	9,567
CHAP Eligible	<u>2,657</u>	<u>903</u>	<u>1,348</u>	<u>6,539</u>	<u>984</u>	<u>2,300</u>	<u>587</u>	<u>2,361</u>	<u>688</u>	<u>5,437</u>	<u>2,189</u>	<u>26,857</u>
Total Eligible	9,700	2,945	3,940	23,817	3,595	11,089	2,257	7,816	2,230	21,805	7,354	100,183
Applications Denied												
Over-Income/Assets	492	148	225	1,054	183	367	106	417	121	640	282	4,197
Rent Less Than 30%	56	12	8	178	9	114	7	14	48	150	10	650
Incomplete (Non-Income)	63	15	-	119	19	35	10	-	1	72	43	402
Incomplete (Income)	<u>1,020</u>	<u>388</u>	<u>521</u>	<u>2,352</u>	<u>569</u>	<u>1,118</u>	<u>147</u>	<u>626</u>	<u>165</u>	<u>1,188</u>	<u>465</u>	<u>9,297</u>
Total Denied	1,631	563	754	3,703	780	1,634	270	1,057	335	2,050	800	14,546
Applications Pending Certification	0	0	16	0	0	0	0	0	136	0	6	158
Crisis Assistance												
CEAP	1,372	826	940	4,870	864	2,314	408	2,160	150	4,813	2,490	21,653
SAFA	302	155	245	972	217	360	93	501	35	1,100	486	4,536
CHAP	886	491	632	2,883	494	936	215	1,482	77	2,408	1,546	12,275
Total Crisis Assistance	2,560	1,472	1,817	8,725	1,575	3,610	716	4,143	262	8,321	4,522	38,464
Safety Net Assistance												
CEAP Hslds.	1,153	515	600	3,477	580	1,563	195	1,464	102	3,646	1,463	15,133
SAFA Hslds.	206	53	127	594	114	181	15	313	22	703	197	2,576
Total Safety Net	1,359	568	727	4,071	694	1,744	210	1,777	124	4,349	1,660	17,709

## CASELOAD COMPARISON

	<u>2011/2012</u> June 4, 2012	<u>2010/2011</u> June 6, 2012	<u>% Change</u> <small>(FFY 2012 vs. FFY 2011)</small>	<u>2010/2011</u> Final
ABCD (Bridgeport)	11,331	13,660	-17.0%	13,661
BCO (Bristol)	3,508	4,239	-17.2%	4,239
CACD (Danbury)	4,710	5,331	-11.6%	5,334
CRT (Hartford/Middletown)	27,520	33,715	-18.4%	33,720
TEAM (Derby)	4,375	5,002	-12.5%	5,002
HRAofNB (New Britain)	4,604	5,426	-15.1%	5,426
CAAofNH (New Haven)	12,723	15,064	-15.5%	15,073
NEON (Norwalk)	2,527	2,938	-14.0%	2,938
TVCCA (Norwich)	8,873	10,118	-12.3%	10,118
CTE (Stamford)	2,701	3,189	-15.3%	3,190
NO (Waterbury/Meriden)	23,855	26,630	-10.4%	26,627
ACCESS (Willimantic)	8,160	9,385	-13.1%	9,386
Statewide	114,887	134,697	-14.7%	134,714

## ELIGIBLE CASELOAD COMPARISON

	<u>2011/2012</u> June 4, 2012	<u>2010/2011</u> June 6, 2012	<u>% Change</u> <small>(FFY 2012 vs. FFY 2011)</small>	<u>2010/2011</u> Final
ABCD (Bridgeport)	9,700	11,885	-18.4%	12,000
BCO (Bristol)	2,945	3,427	-14.1%	3,449
CACD (Danbury)	3,940	4,636	-15.0%	4,667
CRT (Hartford/Middletown)	23,817	29,272	-18.6%	29,503
TEAM (Derby)	3,595	4,093	-12.2%	4,103
HRAofNB (New Britain)	3,635	4,293	-15.3%	4,309
CAAofNH (New Haven)	11,089	12,539	-11.6%	12,922
NEON (Norwalk)	2,257	2,588	-12.8%	2,598
TVCCA (Norwich)	7,816	8,775	-10.9%	8,806
CTE (Stamford)	2,230	2,644	-15.7%	2,686
NO (Waterbury/Meriden)	21,805	24,254	-10.1%	24,357
ACCESS (Willimantic)	7,354	8,455	-13.0%	8,476
Statewide	100,183	116,861	-14.3%	117,876

**2011/2012**  
**CONNECTICUT ENERGY ASSISTANCE PROGRAM (CEAP)**  
**CONTINGENCY HEATING ASSISTANCE PROGRAM (CHAP)**

June 4, 2012

<u>AVAILABLE FUNDS*</u>	<u>ESTIMATED</u>
LIHEAP Block Grant	\$ 79,532,717
LIHEAP Refunds	475,971
LIHEAP Carry-Forward	<u>115,379</u>
Total	<u>\$ 80,124,067</u>

<u>CEAP/CHAP</u>	
Total Estimated Expenditures**	\$ 63,150,918
Total Set Asides	8,546,165
Total Estimated Approvals	<u>140,335</u>
Total	<u>\$ 71,837,417</u>

<u>ESTIMATED BALANCE</u>	\$ 8,286,649
<u>CARRY-FORWARD FUNDS</u> ***	<u>7,953,272</u>
<u>UNOBLIGATED FUNDS</u>	<u>\$ 333,378</u>

Footnotes

- \* - Available Funds are based on the approved FFY 2012 LIHEAP Block Grant funding level, unused funds in the DSS administrative account and utility refunds.
- \*\* - Total Estimated Expenditures include costs for an additional \$200 Supplemental Benefit on behalf of eligible, utility-heated households.
- \*\*\* - Per LIHEAP regulations, states are allowed to carry forward up to 10% of newly allocated LIHEAP funds from one FFY to the next.

2011/2012  
**CONNECTICUT ENERGY ASSISTANCE PROGRAM (CEAP)**  
**CONTINGENCY HEATING ASSISTANCE PROGRAM (CHAP)**

June 4, 2012

	<u>APPROVALS</u>	<u>EXPENDITURES</u> (Actual)	<u>EXPENDITURES</u> (Estimated)
<u>CEAP Basic Benefits</u>			
Deliverable Fuel	\$ 5,780,485	\$ 5,626,401.49	\$ 5,627,302
Utilities (Basic + \$140 Supplement)	16,306,955	16,121,011.36	16,298,802
Utilities (\$200 Supplement)	9,041,800	8,683,400.00	9,037,279
<u>CHAP Basic Benefits</u>			
Deliverable Fuel	1,300,700	1,270,601.82	1,274,686
Utilities (Basic)	1,385,000	1,368,600.00	1,384,308
Utilities (\$200 Supplement)	2,770,000	2,716,200.00	2,768,615
<u>Rental Assistance</u>	19,785	15,915.00	19,745
<u>CEAP Crisis Assistance</u>	12,092,220	11,636,000.85	11,638,762
<u>CHAP Crisis Assistance</u>	3,682,500	3,617,042.10	3,618,056
<u>Safety Net Assistance</u>	12,262,000	11,482,167.93	11,483,363
<b>I. Total Approvals</b>	<b>\$ 64,641,445</b>	<b>\$ 62,537,340.55</b>	<b>\$ 63,150,918</b>
<u>SET ASIDES</u>			
<u>Administration</u>	7,953,271	3,833,853.52	7,953,271
<u>Assurance 16</u>	492,894	282,953.70	492,894
<u>LIHEAP SNAP</u>	100,000	80,000.00	100,000
<b>II. Total Set Asides</b>	<b>\$ 8,546,165</b>	<b>\$ 4,196,807.22</b>	<b>\$ 8,546,165</b>
<u>ESTIMATED APPROVALS*</u>			
<u>Pending Applications</u>	\$ 18,763		\$ 18,763
<u>Incomplete Applications</u>	121,572		121,572
<b>III. Total Estimated Approvals</b>	<b>\$ 140,335</b>		<b>\$ 140,335</b>
<b>TOTAL</b>	<b>\$ 73,327,945</b>	<b>\$ 66,734,147.77</b>	<b>\$ 71,837,417</b>

Footnotes

\* - Estimated Approvals are established for two categories of applications - pending and incomplete. Many applications in these categories will become eligible once the requested documentation is received and processed. These set asides are based on applying last year's final performance numbers to this year's caseload data.



# Utility Matching Payment Program Data

(to be completed by each utility in June and December of each year)

## PHASE I MATCH

2012

# of Customers \$ Matched

Zero Balance to "Match"	561	\$0.00
Zero Balance to "Match" - Below Budget Worksheets		0

Successful Completion via Match Process	360	\$162,544.64
Successful Completion via Match Process - Below Budget Worksheets	0	N/A

Successful Completion via Mini-Match Process	159	\$45,319.01
Successful Completion via Mini-Match Process - Below Budget Worksheets	0	N/A

TOTAL "SUCCESS"	921	\$162,544.64
TOTAL "SUCCESS" - Below Budget Worksheets	0	N/A

TOTAL "FAILURE"	1885	0
TOTAL "FAILURE" - Below Budget Worksheets	0	N/A

TOTAL MPP Participation	2806	\$162,544.64
TOTAL MPP Participation - Below Budget Worksheets	0	N/A

% SUCCESS 32.82%  
 % FAILURE 67.18%

% SUCCESS (below budget) N/A  
 % FAILURE (below budget) N/A

**Recommended principles for developing the energy assistance program for winter 2012-13:**

1. **Eligibility income limit:** remain at 60% SMI
2. **Asset limits:** retain current asset limits
3. **Benefits:**
  - a. Retain LIHEAP benefit for SNAP recipient households who do not make direct vendor payments for their primary source of heat and have a shelter and/or utility obligation, *and add a category for SNAP eligible households with assets that exceed program limits*
  - b. Treat highest benefit level category as "basic" benefit within the meaning of Conn. Gen. Stat. §16a-41a and provide equitable benefits regardless of heat source
  - c. In establishing benefit levels for each income category, move to a structure that generally follows the relative benefit levels by income for LIHEAP plans prior to the 2011/2012 allocation plan
  - d. Simplify benefit levels by combining basic and crisis benefits and provide these benefits equitably to program beneficiaries, regardless of heat source
  - e. Provide one safety-net benefit to deliverable fuel households, using risk assessment tool
    1. *Risk assessment tool should be modified to allow for transportation expenses similar to the below budget worksheet (\$400 if car is owned, or \$90 for other households)*
  - f. *Treat households with a child under 6 years as "vulnerable" in all income categories that differentiate benefits based on the presence of a vulnerable household member*
  - g. *Provide a meaningful (not nominal) benefit to households with heat included in the rental payment*
4. **Administration:**
  - a. **Intake and application processing:**
    1. Dates for intake: August 1 through current deadline (May 1 generally and May 15 for utility heated households with a shut-off notice)
    2. "1<sup>st</sup> come, 1<sup>st</sup> served" applies to CAA intake appointment scheduling and application processing with no distinction between utility and deliverable fuel heated households
      - i. Exception: application taken and processed immediately for a household without or within one week of being without needed deliverable fuel

- ii. *Beneficiary award letters should include information on additional available benefits and how to access such benefits (e.g., crisis and safety-net)*
- iii. *Zero income households should not be asked to provide proof they do not receive unemployment compensation (CT DOL does not provide such documentation in its administration of UC and no other source of such proof is available)*

**b. CAA and intake site issues:**

- 1. *Define and require CAA training of volunteer energy assistance intake sites*
- 2. *Prohibit any requirement that voluntary intake sites complete CAA forms not specific to the energy assistance program*
- 3. *Provide every voluntary intake site, before intake begins, with a knowledgeable CAA contact person who is readily available and can effectively address questions and concerns regarding energy assistance intakes and processing*

**c. Vendor issues: Modify vendor contracts to prohibit:**

- 1. *vendor delivery tickets from identifying households as energy assistance recipients, and*
- 2. *vendors from requiring energy assistance recipients to engage in a credit check as a condition of delivery of fuel paid for by the energy assistance program.*

**5. Coordination with other assistance:**

- a. *Pursue DSS adding authorization, on all application and redetermination forms it utilizes for administering cash, food and medical assistance, to provide information to sources of energy and weatherization/conservation assistance and protections (e.g., moratorium) to facilitate provision of benefits and ensure protections, and collect utility company name and account numbers to allow for electronic information transfers for these purposes*
- b. *Handle matching payment program processing at the time of the energy assistance application intake for utility heated households and develop systems to ensure referrals for conservation assistance and available protections*
- c. *Pursue system of ready access to utility company account information via an online portal to facilitate efficient processing of matching payment program forms*