

## OECA Notes

### Day 1

#### **Neurobiology of Trauma- Christopher Wilson**

Know the Why so you can be more (intentional)

Trauma is subjective.

#### **Defining Trauma**

- Extreme Threat/terror/horror + lack of control/ perceived lack of control=  
Changes in the brain reflexive

“How can I help them feel confident and have self-control”? Is a question you need to ask yourself?

“I might have responded the same way”.

“I understand”.

When status is threatened-Defense Circuitry

Social Engaging- In habitual Defense Circuitry

Practice makes Permanent.

Reframe

I can tell.

Anger/upset/frustration

It's important to you.

Use Validation to acknowledge concerns.

Non-Violent Communication Techniques-Safe Eyes-Listen for the need.

Veteran trauma is the same as intimate terrorism trauma.

Moving from “what's wrong with me?” to “Something wrong happened to me”.

Threat to status- homelessness, unemployment, divorce.

Be mindful- notice something and keep your mind from wandering.

[Podcast - Being Trauma Informed](#)

### **Day 2**

#### **LIHWA**

Agencies that have been audited

Pulled 60 files/pulled 53 files/pulled 45 files

LIHWA files-making notes. Hilda and Joy would like comments.

Monitoring-upload files-about 3 weeks- meeting is scheduled.

Required- water and sewer bill/ If cannot obtain sewer bill form landlord note "Landlord refused sewer bill" on notes.

### **Possible future OECA Sessions**

- Collection Law
- DV Law
- Legal Aide at next OECA
- Property Lean
- Vendor Contract
- Information training about ending a biennium.
- Fiscal funding timelines training
- IR & MGA Training

PY 23 Monitoring has started.

### **Uncertain Future of EA**

- Houseless clients
- Blk Fuel clients
- Direct Pay clients
- Not Equitable
- Conflict of interest
- Not fair system if utilities get funding.

Possibility of Sharing with DHS- Onesystem-DHS's system. BVL-SS #- Income Verification-TANF Screens

### **EA Round Table**

Agencies that have already been through LIHWA monitoring shared their experiences to know what to expect. Comments on intakes are requested.

### **Uncertain future of EA**

#### Arguments for continuing CAA

- Relationship to provide EA.
- Houseless, Bulk Fuel, Direct Pay
- Federal and St. funding for EA-Strategic to promote.
- Tying EA to housing stability is critical.

- Prevention to homeless
- Housing stability
- Equity, relationship/ advocacy
- Funding would go to CAA
- Customers don't talk to utilities

## **OEF**

Possibly getting Marietta to an OECA for training plus a session.

Change in OEF Portal?

Issues arrears only up to \$300

## **New Coordinator**

### **Outreach**

- What kinds of outreach are in your service area?
- Access equity
- Fairs/health fairs
- Collaborating with agencies
- Partner with County
- Social Media/Flyers/Mailouts
- Newsletters
- Churches

\*Determining Outreach:

- Age, Rural location
- Asian Households
- Global Opus Reports
- Program Implementation
- Prioritizing apps
- Target vulnerable populations

OEAP-Prioritize disconnects- in manual.

Verbal signature- try to obtain signature but not necessary.

Determine how much funding to set aside for cooling programs.

Timebound expenditure #'s- spending plan

\*When should you contact OHCS- After reading the manual. When you reach out try to indicate you read the manual in the email. Please train your staff to go over the manuals as well before reaching out to OHCS.

### **New coordinator training**

- Pryor+- On demand training/webinars/ physical training
- Cascade employers- [Home - Cascade Employers Association](#)
- Next Door
- GOBHI- [Home | GOBHI](#)  
Rules with online apps and signatures
- Electronic Signatures- No Parameter-Indicate it's an original signature.
  - PDF Filler, Docu Sign

### **LIHWA Presentation with Joy & Hilda**

- Current Oregon spend down is 30%
- Rollover ARPA but not CAA
- House bill in session- will know by May.
- Name on account- Person in Household or landlord can be on the bill.
- Need a Landlord Authorization form if landlord's name is on bill.
- Payment comment box- Writing out payment- total balance or stabilizing payment to know total account balance.
- Paying off account balance at intake using most current bill
- Commercial/nonresidential- cannot pay.
- Vendor refund policy- Money needs to follow client.
- TANF- Proof of TANF in file- No Zero Form/ Declaration of income for TANF.
- Payment size- Floor is \$300
- Stabilizing credit- internally decided
- 2 Stabilizing credits for sewer/water

### **EA Policy Workgroup- Sticky note activity**

#### **Vendor Outreach or relationships**

- Meet your vendors.
- Provide program info and processes so they can share with their teams regularly.
- Contacting Vendors begging of LIHEAP to prepare them if they have questions.

- Explain that the pledge is to be seen as payment, so account is not to be disconnected.
- Re-iterate the 45 days from pledge to receive check.
- Offer agency/vendor check ins via teams, email, etc.
- Vendors to email a client name and include phone number and acct balance.
- Announce new team members and e-introduce to vendors & partners.
- Collaborate with vendors.
- Email/Phone calls for urgent matters
- Provide vendors point of contact for program related needs.
- Informational presentations/ Q&A about programs.
- Ensure communications is clear and straightforward.

### **Client Outreach**

- Job Fairs/ Housing Fairs
- Info sessions
- Contact culture specific agencies such as OHDC. Migrant Program.
- Partner with faith-based organizations for culturally specific groups.
- Have lists compiled from Home Forward, Reach, etc. to find lower limited income.
- Radio ads
- Email clients or phone them
- Meeting the small communities in rural areas
- Apartments & Open house events
- Drop-in application clinics/ Community events
- Good informative material
- Social media specifically targeting groups or demographics.
- Providing materials on discount programs with Energy Assistance Applications
- Low-income housing community visits
- Partner with food pantry
- Let folks know the program years.
- Standard documents needed
- What is allowable in terms of substitution for documents.

### **Other Agencies/ Community Partners**

- Collaborative Referrals and Collective Impact
- Community meetings to discuss program guidelines, documents required and funding levels.

- If community partner does home visit like WIC, OCDC, Head start, Etc. Set up so intake worker can go with them and provide assistance.
- Monthly status updates with partner agencies on available energy funding and programs.
- Faxing/emailing current applications and documents
- Be persistent.
- Joining their events, taking paper applications to other agencies.

### **Collaborating with other Agency Programs**

- Housing stabilization directly refers newly housed clients.
- Agency program checklist for clients.
- Make sure other internal agency referrals and help to educate internal staff.
- Housing, Senior, wx programs- completing applications and collect documents.
- Send email to other programs in the agency such as housing updates.
- Develop relationships and improve communications.
- Different types of best practices- Forms & Requirements
- Get flyers/info to post from other divisions of agency to put on resource area in office.
- Each team member trained on basic programs.

### **Energy Education- Margaret Springer/ Kurt Torgerson**

What is Energy Education?

- How energy is used in the home
- How to use energy more efficient
- Health and safety issues
- Who are energy educators?
- Intake specialist
- Energy educator
- Auditor
- Inspector
- Contractor

### **OECA Committee**

Vacant Admin Positions as of Spring 2023

- Chairperson
- Vice Chairperson
- EA Member at large 1
- Chairperson of WX TTA

- WX Member at large # 2

### **Day 3**

#### **Future of EA- Benedikt**

- Pressures for change
- Affordable rates for low-income customers
- Rising energy cost & regressive energy taxes
- Slightly higher benefit to those with lower income- less than \$10,000 a year
- Lower participation rates by Native American, Asia/Pacific Islander and other languages
- Lower participators of Natural Gas Households
- Inconsistent agency referral process
- Limited outreach
- Use of apprise data for MGA.
- Why do we requalify returning customers ever year?